EXETER CITIZENS ADVICE BUREAU

England & Wales · Charity number 1091143

Details

Other names	EXETER CAB
Status	Registered
Legal form	Charitable company
Company number	04334063
Registered	2002-03-15
Register	View on the Charity Commission register

Contact

Address	Exeter Citizens Advice Bureau Dix's Field Exeter EX1 1QA
Phone	01392208130
Website	www.citizensadviceexeter.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY OF DEVON AND SURROUNDING AREAS.

Activities: The charity provides free advice to the general public on a range of issues, including debt and money, benefit and tax credits, housing, family issues and consumer advice. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Downloaded from opencharities.uk/ew/1091143

Geography

- **Area of benefit:** EXETER AND SURROUNDING DISTRICTS
- Devon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£549,113	£514,243	£321,602	19
2024-03-31	£670,358	£654,582	£286,732	19
2023-03-31	£566,430	£578,715	£270,956	19
2022-03-31	£332,374	£638,585	£283,241	22
2021-03-31	£719,140	£637,690	£326,225	20

Trustees

Name	Role	Appointed
GORDON THOMAS RICHARDSON		2017-04-19
Ian Stephen Percival		2024-11-27
Joseph Robert Oliver		2021-09-29
Kim Marie McDonald		2021-06-23
Lianne Marie Onslow		2026-01-01
Margaret Turgoose		2026-05-27
Michael John Yeo		2024-07-17
Richard George Greville Willmott		2024-07-30
Robert Arthur Scott		2024-07-28
STEPHEN SALTER		

Downloaded from opencharities.uk/ew/1091143

EXETER CITIZENS ADVICE BUREAU

England & Wales - Charity number 1091143

Accounts

Company registration number: 4334063
Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

Contents

Reference and Administrative Details	1 to 2
Chair's Report	3
Trustees' Report	4 to 13
Statement of Trustees' Responsibilities	14
Independent Examiner's Report	15
Statement of Financial Activities	16
Statement of Financial Activities (Prior Year)	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20 to 38

Exeter Citizens Advice Bureau

Reference and Administrative Details

Chairman	R G G Willmott
Trustees	R G G Willmott H S Fowler K M McDonald S J Morgan J R Oliver D J Phillips G T Richardson S J Salter S Joseph I S Percival R A Scott M J Yeo
Charity Registration Number	1091143
Company Registration Number	4334063
	The charity is incorporated in England and Wales.
Registered Office	Dix's Field Exeter EX1 1QA
Accountants	Thompson Jenner LLP Chartered Accountants 1 Colleton Crescent Exeter Devon EX2 4DG

Exeter Citizens Advice Bureau

Reference and Administrative Details

Bankers

Natwest Plc
59 High Street
Exeter
Devon
EX4 3DL

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Aldermore Bank Plc
1st Floor, Block B
Western House
Lynch Wood
Peterborough
PE2 6FZ

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2025

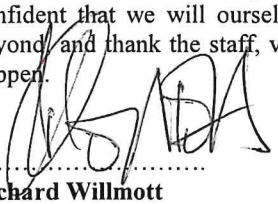
The year has been one of significant change. Our Chair, Dennis Mardon, retired at the AGM in November 2024 after twenty years dedicated, and much appreciated, service as evidenced by those attending his leaving do attended by the Deputy Lieutenant of Devon and the Deputy Lord Mayor of Exeter City Council. During Dennis' tenure Citizens Advice Exeter was awarded the prestigious Queens Award for Voluntary Service and he personally received an MBE. We all wish him a big thank you and happy retirement.

I have been in post since November 2024 and have been overwhelmed by the dedication, professionalism and enthusiasm of all those connected with Citizens Advice Exeter, be it staff volunteers or Trustees.

The year has been dominated by our response to the decision by Exeter City Council to discontinue their funding from 2025/2026 and to reduce it to £75k from £200k for 2024/25. The senior management team, led by Sue Julyan, implemented some material changes to the organisation in order to sustain as much of our services as possible with reduced resources. We are now open only two days a week for drop in services, have reduced the size of offices by 50%, reduced staff hours, not replaced staff and had redundancies. In addition we have been actively, and successfully, increasing our fundraising activities. The net result of all these actions is that we have managed to end the year with a surplus of £34k. We are budgeting a deficit of £93k for 2025/26 whilst we very energetically continue with fund raising activities.

During 2025 we spent a considerable amount of time meeting with Exeter City Councillors and Officers and made presentations to the Customer Focus Scrutiny in an attempt to get the Council's funding decision changed. Despite very considerable support from a significant minority of Councillors this was not successful. We are continuing to have a dialogue with the Council and to explain what the impact of us not being there will have on Exeter citizens. We are hopeful that these discussions will result in our achieving a new funding stream for 2026/7.

During 2024/5 we helped 5,000 people find a way forward. The financial value to them resulting from our help was £9.4m. Additionally the amount saved to local authorities by our helping clients avoid eviction and homelessness was £134k, the total savings to the NHS by reducing use of mental health and GP services amounted to £280k and the savings to the Department of Work and Pensions through keeping people in work was £765k. With such compelling evidence It is hard to argue against support for our continued existence. I am confident that we will ourselves find a way forward to continue to serve the people of Exeter in 2026 and beyond, and thank the staff, volunteers and Trustees for their commitment and hard work towards making that happen.



.....

Richard Willmott
Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2025 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.
The charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers
The trustees and officers serving during the year and since the year end were as follows:

Chairman:	R G G Willmott (appointed 30 July 2024)	
Trustees:	H S Fowler	
	D J Mardon	Resigned 27/11/24
	K M McDonald	
	S J Morgan	
	J R Oliver	
	D J Philips	
	G T Richardson	
	S J Salter	
	M C Whitton	Resigned 27/11/24
	S Joseph	
	I S Percival	Appointed 27/11/24
	R G G Willmott	Appointed 30/07/24
	R A Scott	Appointed 28/07/24
	M J Yeo	Appointed 17/07/24
CEO:	S Julyan	

Objectives
The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas.

Purposes and aims
The charity is a member of Citizens Advice and aims:
- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

Exeter Citizens Advice Bureau

Trustees' Report

Vision Statement

- All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

Mission Statement

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

Strategic Outcomes

A. Reduced social and financial deprivation

B. Improved mental health and wellbeing for the community

C. More equitable and cohesive society

D. Stronger and more resilient communities

Strategic Aims

A. Be accessible for anyone in the community regardless of any barrier

B. Develop our knowledge and understanding of the complex needs of our clients

C. Design our services so that they are more reflective of and relevant to the communities we serve

D. Campaign for change at a local and national level

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit.

Largely, those benefiting from our services are those most in need, particularly those in financial hardship. Our national Citizens Advice financial monitoring tool shows the difference we made in Exeter in 2024- 25:

For every £1 invested in our service in 2024/25, we generated:

£3.17
in savings to government and public services (fiscal benefits)
Total: £1,562,726

£23.67
in wider economic and social benefits (public value)
Total: £12,091,577

£19.10
in financial value to the people we help (specific outcomes to individuals)
Total: £9,421,837

It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

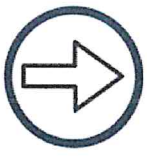
Client satisfaction

We carefully monitor our clients' satisfaction with our service. The feedback we receive is vital to our planning process.

Overall we helped **5,070** people and dealt with **18,578** different issues.

81%
said their problem was **solved** following advice

90%
said we **helped** them find a way forward



88%
would **recommend** the service

Exeter Citizens Advice Bureau

Trustees' Report

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.

9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty

2 in 3 say they had difficulty knowing who to contact or how systems work before advice

4 in 5 experienced a shock or life event before their problem

Principles

- Citizens Advice Exeter is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

The maximum number of Trustees shall be seventeen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting;
- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Exeter Citizens Advice Bureau

Trustees' Report

Management
The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:
Suzanne Julyan - Chief Executive
Lyndsay Jarman - Assistant Chief Executive
Kathy Underwood - Operations Manager

Administration
Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?
The charity has a drop-in service. We offer telephone and digital advice and information services. Over the past year, we have continued to work with other Citizens Advice offices nationally delivering a telephone advice service.
Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 24,000 hours of time through regular volunteering, or equivalent to 15.8 providing the equivalent of £600,000 worth of donated time. In addition, this year we were delighted to welcome 14 new volunteers. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.
During the year, 10 volunteers left. Some left to take paid employment and others to attend training/further education or for personal reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile
Of the clients who used the services of the charity during the year, over 79% were under 65 years of age, 58% were female, 68% of clients' ethnicity was white British and 63% were disabled or living with a long-term health condition.

Advice Needs
During the year, the charity assisted 5.070 clients directly with their advice needs, involving 18,578 individual issues.

Exeter Citizens Advice Bureau

Trustees' Report

The demand on our advice services, by issue, was as follows:

Client Issues	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	*Grand Total*
Benefits & tax credits	9332	7180	7474	7812	7836	7787	47521
Benefits Universal Credit	4335	4319	7245	2539	2318	1730	22486
Charitable Support & Food Banks				516	550	440	1506
Consumer goods & services	475	467	290	329	448	634	2643
Debt	4790	2445	2208	1665	1899	1852	14769
Education	51	41	40	54	47	42	275
Employment	1163	1234	758	666	532	520	4873
Financial services & capability	329	294	316	265	286	246	1736
GVA & Hate Crime	158	110	78	78	132	54	610
Health & community care	299	311	250	209	287	266	1622
Housing	1163	942	1306	1456	1650	1380	7897
Immigration & asylum	328	153	215	176	234	244	1350
Legal	435	267	384	357	336	320	2099
Other	2319	1133	1196	645	538	455	6286
Relationships & family	832	693	641	592	502	459	3719
Tax	218	129	123	187	186	114	957
Travel & transport	214	199	189	189	327	288	1416
Utilities & communications	629	779	1483	2611	2317	1747	9566
Grand Total	***27070***	***20696***	***24196***	***20346***	***20425***	***18578***	313311

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for over almost 61% of our current client issues.

Given the uncertain economic climate for many of our clients amid the cost of living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients.
We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, we wrote off £371,106 worth of debt for our clients. Furthermore, we have achieved some £4m of financial gains for our clients.
We have assisted defendants in court who are in danger of losing their rented or mortgaged home. This is a high pressure situation, with a limited period of time to get the full details from the defendant, discuss the situation with the landlord or lender, help to get an agreement in place and then go into court with the defendant and speak on their behalf. In complex cases we occasionally request an adjournment, so that the defendant can be referred to a housing lawyer.

We offer all defendants a prearranged telephone call from Citizens Advice Exeter, and this will be followed up by any advice appointments the client needs. Numbers of housing cases listed at Exeter court are high and increasing. Housing enquiries made by Exeter residents across the 24/25 year formed 7.5% of all our enquiries, and we expect eviction in particular to rise significantly due to the continued high cost of rents and mortgage interest rates.
We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Digital
During the year, the charity has assisted additional clients by supporting 9,200 website visits. We have had 897 'X' impressions, 1 new follower and a total number of 2,227 followers. On Facebook, we have had 601 page visits, 2 new page likes and a total number of 176 followers.

Research, campaigns and prevention
Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.
We also deliver preventative measures, including Scam Awareness and Gambling Harm, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives. During the year the charity provided training courses or engagement events benefiting over 100.
We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy
Cost of Living Crisis
We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.
We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross- cutting theme is embedded across the following strategic objectives:

Exeter Citizens Advice Bureau

Trustees' Report

Strategic Priorities 2025-26

Advice: To ensure that *everyone* using our service leaves with an accurate knowledge and confidence they need to find a way forward 80% client experience satisfaction score from those completing our client survey. "Green green" consistently in "advice" in Quality of Advice As	Work with our Adviceline partners and other Devon LCAs to align our service delivery models and consider some shared services/closer working
	Continue to consider the service delivery model in line with the reduction in funding
	Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a f-2-f service
	Ensure all trainees and existing volunteers continue to receive the ongoing support and training they need, despite reduced resource
Advocacy: To use evidence we gather as a result of *all* clients' experiences to campaign for change in policies and services We will: -have produced a report and used the is to raise awareness at a local and national level. -have ensured that key issues in the local community are highlighted on both a local and national level (where appropriate)	Give advisers more enthusiasm for campaigning and an understanding of the purpose of this
	Build client stories
	Utilise our position at Citizens Advice Exeter to be a voice for the people to make a difference and campaign for change
	Engage with local media
	Raise the profile of CA Exeter
	Publish a report about government policies affecting families with children
	Contribute to CA's national and regional bodies
Technology: To use digital technology to create new ways to help *all* clients and improve the experience for those using our service We will -have 5000 unique visitors to new website. -have begun to explore the capabilities of AI and how this can enhance our service delivery	Commission a new website that is user friendly and supports self-help
	Using guidance from National CA, consider how best AI can be used to support the day-to-day running of the organisation and service delivery and implement
Sustainability: To secure our future as a service through a more collaborative and proactive approach to service delivery with a focus on 3 key areas: Finance, *People* and Premises We will -have secured grants/funds to avoid the need for redundancies. -be involved in partnership work, and, if feasible, have submitted bids with other agencies. -have established affordable premises, which suits a redesigned service delivery model. -have grown the volunteer workforce.	Review and enhance our fund-raising strategy to ensure that we prioritise income generation as a core focus for the year 2025-2028.
	Work with VCSE partners to submit partnership bids.
	Secure more cost-effective premises and make this fit for purpose for now and into the future.
	Increase the capacity of the training team and therefore increase the volunteer workforce
Culture To provide a supportive environment for *all* people to be who they are and value *all* unique contributions. We will have recruited volunteers through different channels and places in line with our EDI strategy	Raise the profile in the community and beyond of our commitment to EDI across the service
	Ensure that our status as a hate crime reporting centre enables those in the community to act when a hate crime is committed
	Develop a better understanding of how accessible we are to minority groups in the community
	Raise the awareness of the workforce in terms of minority groups in the local community

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

Financial review

The charity has been able to operate within its planned budgets. However, the future financial climate will mean that the charity will face a more difficult and challenging operating environment going forward.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

ABC: Funding from Devon County Council for a Carers appeals service

Carers Advice on Benefits: A contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Awards for All National Lottery Funding: Funding to support us with joining a shared telephone adviceline with Citizens Advice Teignbridge and Citizens Advice South Hams.
Hospiscare Project: Funding to provide advice to patients and their families attending the Hospice.
Devon Growing Communities Fund: Funding was used to support our service in the County Court supporting clients at risk of eviction.
Gibbons Trust: Funding was used to support our service in the County Court supporting clients at risk of eviction.
Jamieson-Bystock Trust: Funding to support those at risk if losing their home by providing energy advice and welfare benefits advice.
Norman Trust: Funded to support us with continuing to offer a drop-in and to provide the appropriate level of supervision and training.
National Lottery Awards for All: Funding to enable us to join a shared telephone adviceline with Citizens Advice South Hams and Citizens Advice Teignbridge.
Energy Outreach Project: Funding to deliver energy advice and information in an outreach setting to consumers
Energy Advice Programme: Funding to deliver specialist energy advice.
Exeter Foodbank Project: Funding supporting Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.
National Lottery Awards for All: Funding from the National Lottery Community Fund for IT and equipment
Action for Children Project: A contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.
Citizens Advice Torbay: Income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.
Exeter and District Multiple Sclerosis Society Project: A contractual arrangement funded by Exeter and District Multiple Sclerosis Society: Funding to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.
Exeter and District Kidney Patients' Association Project: A contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.
Money Advice Project for Exeter City Council: A contractual arrangement to provide a full-time money adviser to those referred d irectly by Exeter City Council housing caseworkers.
Macmillan Cancer Support Devon-wide Project: Funding for a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Reserves policy
The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2025 was £294,909. In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers
The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £86,515 in a 1-year fixed term bond.

Subsidiary undertakings
The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 06561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Exeter Citizens Advice Bureau

Trustees' Report

Risk management
Our Resources Committee is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Resources Committee each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations
As part of its responsibilities, the Resources Committee continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans
The trustee board continues to be convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights and entitlements. Without charity, many clients would have nowhere to go and no one to help them with their problems. With local Councils being financially stretched at the present time, the Trustees are looking for alternative sources of income during 2025/26.

We will continue to proactively raise vital funds and seek new project partners. We will raise awareness in the community of our status as a local, independent charity reliant on grant funding and donations.
In terms of external, and other factors that the charity is planning for, these include:

Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, with other local advice agencies and with other charities who need our advice services enabling us, other organisations and more clients to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Devon.

Digital Services: We will continue to promote on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations

The annual report was approved by the trustees of the charity on 27/8/25 and signed on its behalf by:

.....
R G G Willmott
Chairman and trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 27/8/25 and signed on its behalf by:

.....

R G G Willmott
Chairman and trustee

.....

S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of , which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Exeter Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
Dave Tucker ACA FCCA

Thompson Jenner LLP
Chartered Accountants
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date:.....

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £
Income and Endowments from:				
Donations and legacies	3	215,087	553	215,640
Charitable activities	4	15,428	311,200	326,628
Investment income	5	6,845	-	6,845
Total Income		237,360	311,753	549,113
Expenditure on:				
Charitable activities	6	(204,183)	(310,060)	(514,243)
Total Expenditure		(204,183)	(310,060)	(514,243)
Net movement in funds		33,177	1,693	34,870
Reconciliation of funds				
Total funds brought forward		286,732	-	286,732
Total funds carried forward	20	319,909	1,693	321,602

All of the Charity's activities derive from continuing operations during the above period.

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Prior year comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	304,451	-	304,451
Charitable activities	4	39,756	321,340	361,096
Investment income	5	4,811	-	4,811
Total income		349,018	321,340	670,358
Expenditure on:				
Charitable activities	6	(333,242)	(321,340)	(654,582)
Total expenditure		(333,242)	(321,340)	(654,582)
Net income		15,776	-	15,776
Net movement in funds		15,776	-	15,776
Reconciliation of funds				
Total funds brought forward		270,956	-	270,956
Total funds carried forward	20	286,732	-	286,732

All of the charity's activities derive from continuing operations during the above period.
During the year ended 31 March 2024, the Charity has utilised brought forward designated funds, specifically the post pandemic recovery fund, a fund to be used for additional advice capacity and staffing as the charity move in to the recovery phase of the pandemic, to cover budgeted expenditure incurred in the year as part of the continued delivery of charitable objectives.
The funds breakdown for 2024 is shown in note 20.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Investments	13	1	1
Current assets			
Debtors	14	42,034	22,767
Investments	15	86,515	84,185
Cash at bank and in hand	16	302,176	278,590
		430,725	385,542
Creditors: Amounts falling due within one year	17	(109,124)	(98,811)
Net current assets		321,601	286,731
Net assets		321,602	286,732
Funds of the charity:			
Restricted income funds			
Restricted funds	20	1,693	-
Unrestricted income funds			
Unrestricted funds		319,909	286,732
Total funds	20	321,602	286,732

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements on pages 16 to 38 were approved by the trustees, and authorised for issue on ..... and signed on their behalf by:

.....
R G G Willmott
Chairman and trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash income		34,870	15,776
Adjustments to cash flows from non-cash items			
Investment income	5	(6,845)	(4,811)
		28,025	10,965
Working capital adjustments			
(Increase)/decrease in debtors	14	(19,267)	7,797
Increase in creditors	17	19,933	41,090
Decrease in deferred income		(9,620)	(26,940)
Net cash flows from operating activities		19,071	32,912
Cash flows from investing activities			
Interest receivable and similar income	5	6,845	4,811
Sale of tangible fixed assets		-	2
Net cash flows from investing activities		6,845	4,813
Net increase in cash and cash equivalents		25,916	37,725
Cash and cash equivalents at 1 April		362,775	325,050
Cash and cash equivalents at 31 March	19	388,691	362,775

All of the cash flows are derived from continuing operations during the above two periods.

1 Charity status

The charity is a charity limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.
The address of its registered office and principal place of business is:
Dix's Field
Exeter
EX1 1QA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Exeter Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern
As summarised in the Chairman's (and Trustees') Report, there have been cuts to government funding which have had a significant impact on the local authority (in common with many parts of the UK), and in turn on the charity's income for the next financial year, 2025-26. Exeter City Council (ECC), whilst continuing to be supportive, has not renewed the contract for services provided by the charity, which previously brought income of £200,000 per annum. This financial situation will inevitably impact on the services that the charity can provide in the future.

The Board of the charity has prepared a budget for 2025-26, which is dependent upon the maximisation of income from other funding sources, and on the reduction of costs wherever possible. As a number of these actions relate to future events, there is inevitably material uncertainty about the outcomes, however the Trustees are confident that the charity can continue in some form, although the services provided by the charity will potentially be restricted.

As at 31/03/2025, the charity had unrestricted reserves of £319,909, which will be utilised in part to support the operation of the charity for at least the next 12 months, as it seeks to reshape and reprioritise resources. Given that these reserves exist, and there are plans to increase income from other sources and to reduce costs, the Trustees consider it appropriate for the Financial Statements to be prepared on a going concern basis.

Group accounts not prepared
The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts
The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income is shown net of sales/value added tax, returns and discounts.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.
Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction price and subsequently measured at their settlement value.

Investments

Investments in subsidiaries and associates are measured at cost less impairment.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and legacies;				
Donations from individuals	65,139	553	65,692	29,024
Grants, including capital grants;				
Government grants	149,948	-	149,948	275,427
	215,087	553	215,640	304,451

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £
ABC Income	-	46,700	46,700
Action for Children	-	13,000	13,000
CAB Project	-	24,300	24,300
Carbon Monoxide Advice Project	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	68,199	68,199
Devon Growing Communities Fund	-	1,200	1,200
Energy Outreach Project	-	5,250	5,250
Exeter Foodbank	-	27,385	27,385
Energy Advice Programme	-	3,990	3,990
Exeter & District MS Society	2,395	-	2,395
Exeter & District Kidney Patients Association	10,033	-	10,033
Exeter City Council Budget & Money Management	-	21,554	21,554
Gibbons Trust	3,000	-	3,000
Hospiscare	-	10,953	10,953
K Broughton Fund	-	1,250	1,250
National Lottery Awards for All	-	19,711	19,711
Torbay CA Management Income	-	46,408	46,408
	15,428	311,200	326,628

	Unrestricted funds General £	Restricted funds £	Total 2024 £
ABC Income	-	12,500	12,500
Action for Children	-	13,190	13,190
CAB Project	-	24,300	24,300
Centurion	1,684	-	1,684
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	69,248	69,248
Citizens Advice Cost of Living Grant	-	15,000	15,000
Devon Growing Communities Fund	-	1,000	1,000
Devon Advice Services for Working Age Carers	-	33,005	33,005
Empower	-	711	711
Energy Outreach Project	-	1,750	1,750
Exeter Foodbank	-	6,247	6,247
Energy Advice Programme	-	22,050	22,050
Exeter City Council Ukraine Support	12,160	-	12,160
Exeter & District MS Society	16,356	-	16,356
Exeter & District Kidney Patients Association	9,556	-	9,556
National Lottery Awards for All	-	9,993	9,993
National Lottery Cost of Living grant	-	67,713	67,713
One Devon	-	1,750	1,750
Torbay CA Management Income	-	42,883	42,883
	39,756	321,340	361,096

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	6,845	6,845
Total for 2025	6,845	6,845
Total for 2024	4,811	4,811

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2025
	Designated £	General £	£	£
ABC Income	-	-	46,700	46,700
Action for Children	-	-	13,000	13,000
CAB Project	-	-	24,300	24,300
Core service fund	-	176,442	-	176,442
Carbon Monoxide Advice Project	-	-	21,300	21,300
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	68,199	68,199
Devon Growing Communities Fund	-	-	1,200	1,200
Covid Recovery Fund	1,326	-	-	1,326
Energy Advice Programme	-	-	3,990	3,990
Energy Outreach Project	-	-	5,250	5,250
Exeter Foodbank	-	-	27,385	27,385
Exeter City Council Money Advice	-	-	21,554	21,554
Exeter & District Kidney Patients Association	-	10,033	-	10,033
Exeter & District MS Society	-	2,395	-	2,395
Gibbons Trust	-	3,000	-	3,000
Hazel Ball Memorial Fund	94	-	-	94
Hospiscare	-	-	10,953	10,953
IT Replacement Fund	4,142	-	-	4,142
K Broughton Fund	-	-	110	110
National Lottery Awards for All Grant	-	-	19,711	19,711
Redundancy Costs	6,751	-	-	6,751
Torbay CA Mangement	-	-	46,408	46,408
Total for 2025	12,313	191,870	310,060	514,243

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2025

	Unrestricted funds		Restricted funds	Total 2024
	Designated £	General £	£	£
ABC Income	-	-	12,500	12,500
Action for Children	-	-	13,190	13,190
Capital Premises Fund	3,925	-	-	3,925
CAB Project	-	-	24,300	24,300
Core service fund	-	288,087	-	288,087
Citizens Advice Cost of Living Grant	-	-	15,000	15,000
Centurion	-	1,644	-	1,644
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	69,248	69,248
Devon Growing Communities Fund	-	-	1,000	1,000
Energy Advice Programme	-	-	22,050	22,050
Energy Outreach Project	-	-	1,750	1,750
Devon Advice Services for Working Ages Carers	-	-	33,005	33,005
Empower	-	-	711	711
Exeter Foodbank	-	-	6,247	6,247
Exeter City Council Ukraine Support	-	12,160	-	12,160
Exeter & District Kidney Patients Association	-	9,556	-	9,556
Exeter & District MS Society	-	16,356	-	16,356
IT Replacement Fund	1,514	-	-	1,514
National Lottery Awards for All Grant	-	-	9,993	9,993
National Lottery Cost of Living Grant	-	-	67,713	67,713
One Devon	-	-	1,750	1,750
Torbay CA Mangement	-	-	42,883	42,883
Total for 2024	5,439	327,803	321,340	654,582

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total 2025 £
Independent examiner fees		
Examination of the financial statements	3,442	3,442
	3,442	3,442

	Unrestricted funds General £	Total 2024 £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Depreciation, amortisation and other similar costs	2	2
	2,822	2,822

8 Net incoming/outgoing resources

Net incoming resources for the year include:

	2025 £	2024 £
Loss on disposal of fixed assets held for the charity's own use	-	2

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.
Trustees were reimbursed a total of £161 (2024: £515) in relation to reclaimed expenses during the year.
No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	385,437	427,307
Social security costs	29,903	35,753
Pension costs	11,741	11,956
	427,081	475,016

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2025 No	2024 No
Charitable activities	19	19

14 (2024 - 13) of the above employees participated in the Defined Contribution Pension Schemes.

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £112,205 (2024 - £112,236).

11 Independent examiner's remuneration

	2025 £	2024 £
Examination of the financial statements	3,442	2,820

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Fixed asset investments

	2025 £	2024 £
Shares in group undertakings and participating interests	1	1

The company was dissolved 1 April 2025.

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2024	1	1
At 31 March 2025	1	1
Net book value		
At 31 March 2025	1	1
At 31 March 2024	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

14 Debtors

	2025 £	2024 £
Trade debtors	39,232	17,421
Prepayments	2,564	5,346
Other debtors	238	-
	42,034	22,767

15 Current asset investments

	2025 £	2024 £
Fixed term bonds	86,515	84,185

16 Cash and cash equivalents

	2025	2024
	£	£
Cash on hand	336	462
Cash at bank	301,840	278,128
	302,176	278,590

17 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	39,442	40,229
Other taxation and social security	6,262	9,249
Other creditors	23,709	30,458
Pension scheme creditor	2,297	2,722
Accruals	34,901	4,020
Deferred income	2,513	12,133
	109,124	98,811

	2025	2024
	£	£
Deferred income at 1 April 2024	12,133	39,073
Resources deferred in the period	20,702	12,133
Amounts released from previous periods	(30,322)	(39,073)
Deferred income at year end	2,513	12,133

18 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £11,741 (2024 - £11,956).

19 Analysis of net funds

	At 1 April 2024	Financing cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	278,590	23,586	302,176
Current asset investments	84,185	2,330	86,515
Net debt	362,775	25,916	388,691

	At 1 April 2023	Financing cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	243,307	35,283	278,590
Current asset investments	81,743	2,442	84,185
Net debt	325,050	37,725	362,775

20 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General					
Unrestricted funds	170,077	237,360	(191,869)	(30,050)	185,518
Designated					
Premises Fund	5,000	-	(1,326)	21,326	25,000
Hazel Ball Memorial Fund	344	-	(94)	-	250
IT Replacement	19,000	-	(4,142)	4,142	19,000
Advice for Life	2,587	-	-	-	2,587
Fundraising	-	-	-	1,000	1,000
Redundancy Fund	87,134	-	(6,752)	3,582	83,964
Client Medical Support Fund	90	-	-	-	90
Sickness cover	2,500	-	-	-	2,500
	116,655	-	(12,314)	30,050	134,391
Total unrestricted funds	286,732	237,360	(204,183)	-	319,909
Restricted funds					
ABC	-	46,700	(46,700)	-	-
Action for Children	-	13,000	(13,000)	-	-
CAB Project	-	24,300	(24,300)	-	-
Carbon Monoxide Advice Project	-	21,300	(21,300)	-	-
Devon Community Foundation	-	1,200	(1,200)	-	-
Energy Advice Programme	-	3,990	(3,990)	-	-
Energy Outreach Project	-	5,250	(5,250)	-	-
Exeter Foodbank	-	27,385	(27,385)	-	-
Exeter City Council Budget and Money Management	-	21,554	(21,554)	-	-
Macmillan	-	68,199	(68,199)	-	-
Hospiscare	-	10,953	(10,953)	-	-
K Broughton Fund	-	1,250	(110)	-	1,140
MC Restricted Donation	-	553	-	-	553
National Lottery Awards for All grant	-	19,711	(19,711)	-	-
Torbay Management	-	46,408	(46,408)	-	-
Total restricted funds	-	311,753	(310,060)	-	1,693

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Total funds	286,732	549,113	(514,243)	-	321,602

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
Unrestricted funds	71,765	349,018	(327,801)	77,095	170,077
Designated					
Premises Fund	5,000	-	(3,925)	3,925	5,000
Hazel Ball Memorial Fund	344	-	-	-	344
IT Replacement	19,000	-	(1,514)	1,514	19,000
Advice for Life	2,587	-	-	-	2,587
New Premises Depreciation	2	-	(2)	-	-
Redundancy Fund	79,440	-	-	7,694	87,134
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	80,000	-	-	(80,000)	-
Operations management budget	6,428	-	-	(6,428)	-
Innovation Fund	3,300	-	-	(3,300)	-
Volunteer fund	500	-	-	(500)	-
Sickness cover	2,500	-	-	-	2,500
	199,191	-	(5,441)	(77,095)	116,655
Total unrestricted funds	270,956	349,018	(333,242)	-	286,732
Restricted					
ABC	-	12,500	(12,500)	-	-
Action for Children	-	13,190	(13,190)	-	-
CAB Project	-	24,300	(24,300)	-	-
Citizens Advice COL grant	-	15,000	(15,000)	-	-
Devon Growing Commuities Fund	-	1,000	(1,000)	-	-
Devon Advice Services for Working Age Carers	-	33,005	(33,005)	-	-
Empower	-	711	(711)	-	-
Energy Advice Programme	-	22,050	(22,050)	-	-
Energy Outreach Project	-	1,750	(1,750)	-	-
Exeter Foodbank	-	6,247	(6,247)	-	-
Macmillan	-	69,248	(69,248)	-	-
National Lottery Awards for All grant	-	9,993	(9,993)	-	-
National Lottery COL grant	-	67,713	(67,713)	-	-
One Devon	-	1,750	(1,750)	-	-
Torbay Management	-	42,883	(42,883)	-	-
Total restricted funds	-	321,340	(321,340)	-	-

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Total funds	270,956	670,358	(654,582)	-	286,732

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2025.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Post Pandemic Recovery Fund - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Fundraising - this fund enables us to resource fundraising initiatives.

Restricted Funds

ABC - Funding from Devon County Council for a Carers appeals service.

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Carbon Monoxide Advice Project - grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

CAB Project - a contractual agreement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Devon Growing Communities Fund - Funding was used to enhance outreach opportunities in the community.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Exeter City Council Money Advice - A contractual arrangement to provide a full-time money adviser to those referred d irectly by Exeter City Council housing caseworkers.

Energy Outreach Project - To deliver energy advice and information in an outreach setting to consumers.

Exeter Foodbank - Funding supported Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

Hospiscare - Funding to provide advice to patients and their families attending the Hospice.

MC Restricted Donation - This donation will be used to invest in office resources and equipment to support the well being of the workforce.

National Lottery Awards for All - Funding from the National Lottery Community Fund for IT and equipment.

Torbay Management - Income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Hospiscare Project - Funding to provide advice to patients and their families attending the Hospice.

K Broughton - donated money to be used for clients with unique personal challenges who needed a one-off donation to help with a personal issue (such as transport to get to a family member's funeral).

21 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2025
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	292,128	134,391	4,206	430,725
Current liabilities	(106,611)	-	(2,513)	(109,124)
Total net assets	185,518	134,391	1,693	321,602

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	258,117	116,665	10,770	385,552
Current liabilities	(88,041)	-	(10,770)	(98,811)
Total net assets	170,077	116,665	-	286,742

22 Related party transactions

During the year the charity made the following related party transactions:

Torbay Citizens Advice Bureau

(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £46,408 (2024: £42,884).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £2,426 (2024: £3,346).

At the balance sheet date the amount due from Torbay Citizens Advice Bureau was £12,041 (2024 - £336).

EXETER CITIZENS ADVICE BUREAU

England & Wales - Charity number 1091143

Accounts

Company registration number: 4334063
Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

Contents

Reference and Administrative Details	1
Chair's Report	2
Trustees' Report	3 to 11
Statement of Trustees' Responsibilities	12
Independent Examiner's Report	13
Statement of Financial Activities	14
Statement of Financial Activities (Prior Year)	15
Balance Sheet	16
Statement of Cash Flows	17
Notes to the Financial Statements	18 to 39

Exeter Citizens Advice Bureau

Reference and Administrative Details

Trustees	H S Fowler D J Mardon K M McDonald S J Morgan J R Oliver D J Phillips G T Richardson S J Salter M C Whitton S Joseph
Charity Registration Number	1091143
Company Registration Number	4334063

The charity is incorporated in England and Wales.

Registered Office	Dix's Field Exeter EX1 1QA
Accountants	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG
Bankers	Natwest Plc 59 High Street Exeter Devon EX4 3DL
	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
	The Co-operative Bank PO Box 101 1 Balloon Street Manchester M60 4EP
	Aldermore Bank Plc 1st Floor, Block B Western House Lynch Wood Peterborough PE2 6FZ

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2024

Having had a difficult time in 2022/23, with our long-standing CEO resigning and his replacement also leaving by mutual consent halfway through the year, we entered 2023/24 expecting these problems to be resolved and looking forward to our new CEO commencing on 17th April 2023.

However, in the middle of 2023 Exeter City Council advised the charity that their £200,000 per annum funding of our core services would be cancelled. There would be no further financial support available after 31st March 2024. Following further discussion with the Council, they agreed to a one-off grant of £75,000 for 2024/25 to allow the charity some time to transition to a new, reduced service model. This was extremely disappointing. CAB Exeter has worked with the ECC for many years - each year a grant was awarded to the charity for it to provide much-needed services to the people of Exeter. The charity had no prior knowledge that 2024-25 would be any different, and ECC made no effort to inform CAB Exeter until the contract came up for review. At this time, our financial position and service delivery model had looked very much the same as in previous years, and our core service was operating as expected.

Following this dramatic change in the charity's financial position, the Board determined that the charity would continue to provide services to clients during 2024/25, whilst we restructured the core service, reduced the cost base, attracted alternative funding where possible, and considered what other changes could be made to continue providing our essential services.

This work has continued into 2024/25, and good progress has been made, with funding now sufficient to continue our services until at least 31st December 2025. The charity expects to raise further funding during the remainder of 2024, and in 2025, to allow it to continue its vital work, albeit at a much-reduced level.

Dennis Mardon
Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.
The charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers
The trustees and officers serving during the year and since the year end were as follows:

Trustees:	H S Fowler	
	D J Mardon	
	K M McDonald	
	S J Morgan	
	J R Oliver	
	D J Philips	
	G T Richardson	
	S J Salter	
	M C Whitton	
	S Joseph	Appointed 13/11/23
	N Trinca	Resigned 11/12/23
	L E A Pattison	Resigned 27/09/23
	R Lowe	Resigned 09/11/23
	A R Langford	Resigned 19/04/23
CEO:	S Julyan	

Objectives
The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas.

Purposes and aims
The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

Exeter Citizens Advice Bureau

Trustees' Report

Vision Statement

- All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

Mission Statement

- To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

Strategic Outcomes

A. Reduced social and financial deprivation

B. Improved mental health and wellbeing for the community

C. More equitable and cohesive society

D. Stronger and more resilient communities

Strategic Aims

A. Be accessible for anyone in the community regardless of any barrier

B. Develop our knowledge and understanding of the complex needs of our clients

C. Design our services so that they are more reflective of and relevant to the communities we serve

D. Campaign for change at a local and national level

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit.

Largely, those benefiting from our services are those most in need, particularly those in financial hardship. Our national Citizens Advice financial monitoring tool shows the difference we made in Exeter in 2023- 24:

For every **£1** invested in our service in **2023/24**, we generated:

£2.73
in savings to government and public services (fiscal benefits)
Total: £1,583,229

£20.88
in wider economic and social benefits (public value)
Total: £12,091,577

£13.97
in financial value to the people we help (specific outcomes to individuals)
Total: £8,087,766

It's impossible to put a financial value on everything we do – but where we can, we have. We've used a Treasury-approved model to do this.

From our robust management information, we've also separately considered the financial benefits to the people we help.

Client satisfaction

We carefully monitor our clients' satisfaction with our service. The feedback we receive is vital to our planning process.

Overall we helped **6,046** people and dealt with **20,146** different issues.

73%
said their problem was **solved** following advice

83%
said we **helped** them find a way forward

83%
would **recommend** the service

Exeter Citizens Advice Bureau

Trustees' Report

Life is complicated. Sometimes people encounter challenges and problems that they don't know how to deal with, and they need help to overcome.

9 in 10 of our clients said their problem affected their lives, including causing anxiety and financial difficulty

2 in 3 say they had difficulty knowing who to contact or how systems work before advice

4 in 5 experienced a shock or life event before their problem

Principles

- Citizens Advice Exeter is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

The maximum number of Trustees shall be seventeen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting;
- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Exeter Citizens Advice Bureau

Trustees' Report

Management

The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:
Suzanne Julyan - Chief Executive
Lyndsay Jarman - Assistant Chief Executive
Victoria Tate-Brown - Executive Assistant
Kathy Underwood - Operations Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

The charity has a drop-in service. We offer telephone and digital advice and information services. Over the past year, we have continued to work with other Citizens Advice offices nationally delivering a telephone advice service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 28,860 hours of time through regular volunteering, or equivalent to 15.8 full-time equivalent staff members, or some £431,679 in value. In addition, this year we were delighted to welcome 9 new volunteers. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

During the year, 4 volunteers left; 1 to take paid employment, 1 to attend training/further education and 1 for personal reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile

Of the clients who used the services of the charity during the year, over 76% were under 65 years of age, 60% were female, 87% of clients' ethnicity was white and 72% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 6,046 clients directly with their advice needs, involving 20,146 individual issues.

Exeter Citizens Advice Bureau

Trustees' Report

The demand on our advice services, by issue, was as follows:

Client Issues	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	*Grand Total*
Benefits & tax credits	9606	9332	7180	7474	7812	7836	***49240***
Benefits Universal Credit	1120	4335	4319	7245	2539	2318	***21876***
Charitable Support & Food Banks					516	550	***1066***
Consumer goods & services	505	475	467	290	329	448	***2514***
Debt	4489	4790	2445	2208	1665	1899	***17496***
Education	84	51	41	40	54	47	***317***
Employment	1227	1163	1234	758	666	532	***5580***
Financial services & capability	308	329	294	316	265	286	***1798***
GVA & Hate Crime	190	158	110	78	78	132	***746***
Health & community care	365	299	311	250	209	287	***1721***
Housing	1182	1163	942	1306	1456	1650	***7699***
Immigration & asylum	272	328	153	215	176	234	***1378***
Legal	434	435	267	384	357	336	***2213***
Other	2455	2319	1133	1196	645	538	***8286***
Relationships & family	960	832	693	641	592	502	***4220***
Tax	187	218	129	123	187	186	***1030***
Travel & transport	226	214	199	189	189	327	***1344***
Utilities & communications	522	629	779	1483	2611	2317	***8341***
Grand Total	***24132***	***27070***	***20696***	***24196***	***20346***	***20425***	***136865***

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for over almost 65% of our current client issues.

Given the uncertain economic climate for many of our clients amid the cost of living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, our clients presented with £908,600 in debts. Furthermore, we have achieved some £4m of financial gains for our clients.

We have assisted defendants in court who are in danger of losing their rented or mortgaged home. This is a high pressure situation, with a limited period of time to get the full details from the defendant, discuss the situation with the landlord or lender, help to get an agreement in place and then go into court with the defendant and speak on their behalf. In complex cases we occasionally request an adjournment, so that the defendant can be referred to a housing lawyer.

We offer all defendants a prearranged telephone call from Citizens Advice Exeter, and this will be followed up by any advice appointments the client needs. Numbers of housing cases listed at Exeter court are high and increasing. Housing enquiries made by Exeter residents across the 23/24 year formed 8% of all our enquiries, and we expect evictions in particular to rise significantly due to the massive rises in rents and mortgage interest rates.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Digital

During the year, the charity has assisted additional clients by supporting 17,948 of website visits

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Scam Awareness and Gambling Harm, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives. During the year the charity provided training courses or engagement events benefiting over 100.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy

Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.

We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross- cutting theme is embedded across the following strategic objectives:

Strategic Priorities 2024-25

Advice: We aim for everyone using our service to leave with the knowledge and confidence they need to find a way forward whilst offering quality experience to everyone who comes to us for help **80% client experience satisfaction score from those completing our client survey.** **"Green green" consistently in "advice" in Quality of Advice Assessments**	Undertake review of our involvement with the GEM model and look at other options to ensure we are engaged with the best offer available for our clients
	Redesign the service delivery model in line with the reduction in funding
	Ensure we maintain enough resource to support our most vulnerable clients who are likely to need a f-2-f service
	Ensure all supervisors have completed the supervisor level debt training
Advocacy: We will use evidence we gather as a result of our clients' experiences to campaign for change in policies and services **We will have:** **- produced two reports and used these to raise awareness at a local and national level.** **- taken part in a national campaign around scams awareness**	Improve the quality of the evidence by training the workforce in the accurate recording of AIC codes
	Use evidence forms to prepare a report about the quality of the private rented sector in Exeter
	Use client stories to prepare a report about the impact of government policy on families with children
	Undertake at least one campaign this year to highlight key areas of concern raised at a national level – scam awareness
Technology: We will use digital technology to create new ways to help our clients and improve the experience for those who use our service **We have** **- 5000 unique visitors to new website.** **- begun to explore the capabilities of AI and how this can enhance our service delivery**	Commission a new website that is user friendly and supports self-help
	Explore secure and practical options for increased use of emails for communication with 3rd parties in relation to core service and client information
	Using guidance from National CA, consider how best AI can be used to support the day-to-day running of the organisation and service delivery and implement
Sustainability: We will secure our future as a service through a more collaborative and proactive approach to service delivery with a focus on 3 key areas: Finance, People and Premises **We will have** **- secured grants/funds to avoid the need for redundancies.** **- involved in partnership work, and, if feasible, have submitted bids with other agencies.** **- established affordable premises, which suits a redesigned service delivery model.** **- grown the volunteer workforce.**	Review and enhance our fund-raising strategy to ensure that we prioritise income generation as a core focus for the year 2024-2025.
	Work with VCSE partners to submit a partnership bid
	Secure more cost-effective premises and make this fit for purpose for now and into the future
Culture Within our service, we aim to provide a welcoming and supportive environment for people to be who they are and value all unique contributions. We will strive to ensure that our service is accessible, particularly those marginalized groups and those at great risk or vulnerability **We will have recruited volunteers through different channels and places in line with our EDI strategy**	Ensure that our volunteer base, including trustees, is diverse and representative of the local community by positive action and promotion
	Working with local minority community groups, increase access to our service by completing an accessibility audit. This will include canvassing the public and asking an open-ended question, "What would you like CA Exeter to know?"

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

Financial review

The charity has been able to operate within its planned budgets. However, the future financial climate will mean that the charity will face a more difficult and challenging operating environment going forward.

Trustees' Report

During 2023/24 the charity has designated some £157,112 of reserves to support additional staffing as part of our Coronavirus recovery planning.
The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.
In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:
ABC: Funding from Devon County Council for a Carers appeals service
Carers Advice on Benefits: A contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.
Citizens Advice COL grant: Funding from national Citizens Advice for supporting clients with the cost of living. Money was used to maintain the drop-in and increase outreach.
Devon Growing Communities Fund: Funding was used to enhance outreach opportunities in the community.
Energy Outreach Project: Funding to deliver energy advice and information in an outreach setting to consumers
Energy Advice Programme: Funding to deliver specialist energy advice.
Exeter Foodbank: Funding supporting Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.
National Lottery Awards for All: Funding from the National Lottery Community Fund for IT and equipment
Action for Children: A contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.
Citizens Advice Torbay: Income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.
Exeter and District Multiple Sclerosis Society: A contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.
Exeter and District Kidney Patients' Association: A contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.
Macmillan Cancer Support: Funding for a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.
Exeter City Council Ukraine Support: Advice and Information project for Ukrainian Nationals
National Lottery Cost of Living: Funding was used to maintain the drop in and to increase our capacity to offer specialist debt advice.
Reserves policy
The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves at 31 March 2024 was £286,732 In this regard, our policy is to set aside funds only for known or probable liabilities.
Investment powers
The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £84,185 in a 1-year fixed term bond.
Subsidiary undertakings
The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 06561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Exeter Citizens Advice Bureau

Trustees' Report

Risk management

Our Resources Committee is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Resources Committee each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Resources Committee continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans

The trustee board continues to be convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights and entitlements. Without the charity, many clients would have nowhere to go and no-one to help them with their problems. With local Councils being financially stretched at the present time, the Trustees are looking for alternative sources of income during 2024/25

In terms of external, and other factors that the charity is planning for, these include:

Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, with other local advice agencies and with other charities who need our advice services enabling us, other organisations and more clients to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Devon.

Digital Services: We will continue to promote on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations

The annual report was approved by the trustees of the charity on 21.11.24 and signed on its behalf by:

.....

D J Mardon
Trustee

.....

S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 27.11.24 and signed on its behalf by:

D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Exeter Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 5 December 2024

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	304,451	-	304,451
Charitable activities	4	39,756	321,340	361,096
Investment income	5	4,811	-	4,811
Total Income		349,018	321,340	670,358
Expenditure on:				
Charitable activities	6	(333,242)	(321,340)	(654,582)
Total Expenditure		(333,242)	(321,340)	(654,582)
Net movement in funds		15,776	-	15,776
Reconciliation of funds				
Total funds brought forward		270,956	-	270,956
Total funds carried forward	21	286,732	-	286,732

All of the Charity's activities derive from continuing operations during the above period.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	13	-	2
Investments	14	1	1
		1	3
Current assets			
Debtors	15	22,767	30,564
Investments	16	84,185	81,743
Cash at bank and in hand	17	278,590	243,307
		385,542	355,614
Creditors: Amounts falling due within one year	18	(98,811)	(84,661)
Net current assets		286,731	270,953
Net assets		286,732	270,956
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		286,732	270,956
Total funds	21	286,732	270,956

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements on pages 14 to 39 were approved by the trustees, and authorised for issue on ..27/11/24... and signed on their behalf by:

D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Prior year comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	278,551	-	278,551
Charitable activities	4	73,393	212,662	286,055
Investment income	5	1,824	-	1,824
Total income		353,768	212,662	566,430
Expenditure on:				
Charitable activities	6	(366,053)	(212,662)	(578,715)
Total expenditure		(366,053)	(212,662)	(578,715)
Net expenditure		(12,285)	-	(12,285)
Transfers between funds		672	(672)	-
Net movement in funds		(11,613)	(672)	(12,285)
Reconciliation of funds				
Total funds brought forward		282,569	672	283,241
Total funds carried forward	21	270,956	-	270,956

All of the charity's activities derive from continuing operations during the above period.
During the year, the Charity has utilised brought forward designated funds, specifically the post pandemic recovery fund, a fund to be used for additional advice capacity and staffing as the charity move in to the recovery phase of the pandemic, to cover budgeted expenditure incurred in the current year as part of the continued delivery of charitable objectives.
The funds breakdown for 2023 is shown in note 21.

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash income/(expenditure)		15,776	(12,285)
Adjustments to cash flows from non-cash items			
Investment income	5	(4,811)	(1,824)
		10,965	(14,109)
Working capital adjustments			
Decrease/(increase) in debtors	15	7,797	(17,422)
Increase in creditors	18	41,090	27,778
(Decrease)/increase in deferred income		(26,940)	27,574
Net cash flows from operating activities		32,912	23,821
Cash flows from investing activities			
Interest receivable and similar income	5	4,811	1,824
Sale of tangible fixed assets		2	-
Net cash flows from investing activities		4,813	1,824
Net increase in cash and cash equivalents		37,725	25,645
Cash and cash equivalents at 1 April		325,050	299,405
Cash and cash equivalents at 31 March	20	362,775	325,050

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is a charity limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.
The address of its registered office and principal place of business is:
Dix's Field
Exeter
EX1 1QA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Exeter Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern
As summarised in the Chairman's (and Trustees') Report, there have been cuts to government funding which have had a significant impact on the local authority (in common with many parts of the UK), and in turn on the charity's income for the next financial year, 2024-25. Exeter City Council (ECC), whilst continuing to be supportive, has not renewed the contract for services provided by the charity, which previously brought income of £200,000 per annum. ECC has however granted a one-off interim award of £75,000 for 2024-25. This financial situation will inevitably impact on the services that the charity can provide in the future.

The Board of the charity has prepared a budget for 2024-25, which is dependent upon the maximisation of income from other funding sources, and on the reduction of costs wherever possible. As a number of these actions relate to future events, there is inevitably material uncertainty about the outcomes, however the Trustees are confident that the charity can continue in some form, although the services provided by the charity will potentially be restricted.

As at 31/3/24, the charity had unrestricted reserves of £287k, which will be utilised in part to support the operation of the charity for at least the next 12 months, as it seeks to reshape and reprioritise resources. Given that these reserves exist, and there are plans to increase income from other sources and to reduce costs, the Trustees consider it appropriate for the Financial Statements to be prepared on a going concern basis.

Group accounts not prepared
The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts
The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income is shown net of sales/value added tax, returns and discounts.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £1,000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction price and subsequently measured at their settlement value.

Investments

Investments in subsidiaries and associates are measured at cost less impairment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations from individuals	29,024	29,024	15,324
Grants, including capital grants;			
Government grants	275,427	275,427	263,227
	304,451	304,451	278,551

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £
ABC Income	-	12,500	12,500
Action for Children	-	13,190	13,190
CAB Project	-	24,300	24,300
Centurion	1,684	-	1,684
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	69,248	69,248
Citizens Advice Cost of Living Grant	-	15,000	15,000
Devon Advice Services for Working Age Carers	-	33,005	33,005
Devon Growing Communities Fund	-	1,000	1,000
Empower	-	711	711
Energy Advice Programme	-	22,050	22,050
Energy Outreach Project	-	1,750	1,750
Exeter City Council Ukraine Support	12,160	-	12,160
Exeter & District Kidney Patients Association	9,556	-	9,556
Exeter & District MS Society	16,356	-	16,356
Exeter Foodbank	-	6,247	6,247
National Lottery Awards for All	-	9,993	9,993
National Lottery Cost of Living grant	-	67,713	67,713
One Devon	-	1,750	1,750
Torbay CA Management Income	-	42,883	42,883
	39,756	321,340	361,096

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Action for Children	-	10,500	10,500
Arnold Clark	1,000	-	1,000
Big Energy Saving Network	-	875	875
CAB Project	-	14,759	14,759
Carbon Monoxide Advice Project	-	8,725	8,725
Carers Income Maximisation	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	16,798	16,798
Centurion	9,839	-	9,839
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	28,611	28,611
COMF Fund	18,608	-	18,608
Citizens Advice Torbay	-	31,975	31,975
Devon Advice Services for Working Age Carers	-	30,176	30,176
Empower	-	8,515	8,515
Energy Advice Programme	-	10,000	10,000
Exeter City Council Ukraine Support	14,976	-	14,976
Exeter & District Kidney Patients Association	9,192	-	9,192
Exeter & District MS Society	15,880	-	15,880
FORCE Cancer Charity	3,898	-	3,898
Macmillan	-	14,028	14,028
	73,393	212,662	286,055

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	4,811	4,811
Total for 2024	4,811	4,811
Total for 2023	1,824	1,824

6 Expenditure on charitable activities

	Unrestricted funds		Restricted	Total
	Designated	General	funds	2024
	£	£	£	£
ABC Income	-	-	12,500	12,500
Action for Children	-	-	13,190	13,190
CAB Project	-	-	24,300	24,300
Capital Premises Fund	3,925	-	-	3,925
Centurion	-	1,644	-	1,644
Citizens Advice Cost of Living Grant	-	-	15,000	15,000
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	69,248	69,248
Core service fund	-	288,087	-	288,087
Devon Advice Services for Working Ages Carers	-	-	33,005	33,005
Devon Growing Communities Fund	-	-	1,000	1,000
Empower	-	-	711	711
Energy Advice Programme	-	-	22,050	22,050
Energy Outreach Project	-	-	1,750	1,750
Exeter City Council Ukraine Support	-	12,160	-	12,160
Exeter & District Kidney Patients Association	-	9,556	-	9,556
Exeter & District MS Society	-	16,356	-	16,356
Exeter Foodbank	-	-	6,247	6,247
IT Replacement Fund	1,514	-	-	1,514
National Lottery Awards for All Grant	-	-	9,993	9,993
National Lottery Cost of Living Grant	-	-	67,713	67,713
One Devon	-	-	1,750	1,750
Torbay CA Mangement	-	-	42,883	42,883
Total for 2024	5,439	327,803	321,340	654,582

Notes to the Financial Statements for the Year Ended 31 March 2024

	Unrestricted funds		Restricted funds	Total 2023
	Designated £	General £	£	£
Action for Children	-	-	10,500	10,500
Arnold Clark	-	1,000	-	1,000
Big Energy Saving Network	-	-	875	875
CAB Project	-	-	14,759	14,759
Capital Premises Fund	4,130	-	-	4,130
Carbon Monoxide Advice Project	-	-	8,725	8,725
Carers Income Maximisation	-	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	-	16,798	16,798
Centurion	-	9,839	-	9,839
Citizens Advice Torbay	-	-	31,975	31,975
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	28,611	28,611
Core service fund	-	302,002	-	302,002
Devon Advice Services for Working Ages Carers	-	-	30,176	30,176
Empower	-	-	8,515	8,515
Energy Advice Programme	-	-	10,000	10,000
Exeter City Council Ukraine Support	-	12,672	-	12,672
Exeter & District Kidney Patients Association	-	9,192	-	9,192
Exeter & District MS Society	-	15,880	-	15,880
FORCE Cancer Charity	-	3,898	-	3,898
Hazel Ball Memorial Fund	30	-	-	30
Innovation Fund	2,996	-	-	2,996
IT Replacement Fund	3,571	-	-	3,571
Macmillan	-	-	14,028	14,028
Sickness Fund	843	-	-	843
Total for 2023	11,570	354,483	212,662	578,715

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Depreciation, amortisation and other similar costs	2	2
Total for 2024	2,822	2,822
Total for 2023	2,820	2,820

8 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2024 £	2023 £
Loss on disposal of fixed assets held for the charity's own use	2	-

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.
Trustees were reimbursed a total of £514.61 (2023: £261.98) in relation to reclaimed expenses during the year.
No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	427,307	369,508
Social security costs	35,753	31,577
Pension costs	11,956	10,508
	475,016	411,593

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024 No	2023 No
Charitable activities	19	19

13 (2023 - 12) of the above employees participated in the Defined Contribution Pension Schemes.

During the year, the charity made redundancy and/or termination payments which totalled £Nil (2023 - £3,757). Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £112,236 (2023 - £108,065).

11 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	2,820	2,820

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 April 2023	103,911	68,302	172,213
Disposals	(103,911)	(68,302)	(172,213)
At 31 March 2024	-	-	-
Depreciation			
At 1 April 2023	103,910	68,301	172,211
Eliminated on disposals	(103,910)	(68,301)	(172,211)
At 31 March 2024	-	-	-
Net book value			
At 31 March 2024	-	-	-
At 31 March 2023	1	1	2

Included within the net book value of leasehold improvements above is £Nil (2023 - £Nil) in respect of freehold land and buildings and £Nil (2023 - £1) in respect of leaseholds.

14 Fixed asset investments

	2024 £	2023 £
Shares in group undertakings and participating interests	1	1

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2023	1	1
At 31 March 2024	1	1
Net book value		
At 31 March 2024	1	1
At 31 March 2023	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

15 Debtors

	2024 £	2023 £
Trade debtors	17,421	27,029
Prepayments	5,346	3,535
	22,767	30,564

16 Current asset investments

	2024 £	2023 £
Fixed term bonds	84,185	81,743

17 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	462	1,222
Cash at bank	278,128	242,085
	278,590	243,307

18 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	40,229	1,881
Other taxation and social security	9,249	8,246
Other creditors	30,458	27,281
Pension scheme creditor	2,722	1,254
Accruals	4,020	6,926
Deferred income	12,133	39,073
	98,811	84,661

	2024 £	2023 £
Deferred income at 1 April 2023	39,073	11,499
Resources deferred in the period	12,133	37,475
Amounts released from previous periods	(39,073)	(9,901)
Deferred income at year end	12,133	39,073

19 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £11,956 (2023 - £10,508).

20 Analysis of net funds

	At 1 April 2023 £	Financing cash flows £	At 31 March 2024 £
Cash at bank and in hand	243,307	35,283	278,590
Current asset investments	81,743	2,442	84,185
Net debt	325,050	37,725	362,775

	At 1 April 2022 £	Financing cash flows £	At 31 March 2023 £
Cash at bank and in hand	218,748	24,559	243,307
Current asset investments	80,657	1,086	81,743
Net debt	299,405	25,645	325,050

21 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
Unrestricted funds	71,765	349,018	(327,801)	77,095	170,077
Designated					
Advice for Life	2,587	-	-	-	2,587
Capital Premises Fund	5,000	-	(3,925)	3,925	5,000
Client Medical Support Fund	90	-	-	-	90
Hazel Ball Memorial Fund	344	-	-	-	344
Innovation Fund	3,300	-	-	(3,300)	-
IT Replacement	19,000	-	(1,514)	1,514	19,000
New Premises Depreciation Fund	2	-	(2)	-	-
Operations management budget	6,428	-	-	(6,428)	-
Post Pandemic Recovery Fund	80,000	-	-	(80,000)	-
Redundancy Fund	79,440	-	-	7,694	87,134
Sickness cover	2,500	-	-	-	2,500
Volunteer fund	500	-	-	(500)	-
	199,191	-	(5,441)	(77,095)	116,655
Total unrestricted funds	270,956	349,018	(333,242)	-	286,732
Restricted funds					

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
ABC	-	12,500	(12,500)	-	-
Action for Children	-	13,190	(13,190)	-	-
Carers Advice on Benefits	-	24,300	(24,300)	-	-
Citizens Advice COL grant	-	15,000	(15,000)	-	-
Devon Advice Services for Working Age Carers	-	33,005	(33,005)	-	-
Devon Growing Commuities Fund	-	1,000	(1,000)	-	-
Empower	-	711	(711)	-	-
Energy Advice Programme	-	22,050	(22,050)	-	-
Macmillan	-	69,248	(69,248)	-	-
Energy Outreach Project	-	1,750	(1,750)	-	-
Exeter Foodbank	-	6,247	(6,247)	-	-
National Lottery Awards for All grant	-	9,993	(9,993)	-	-
National Lottery COL grant	-	67,713	(67,713)	-	-
One Devon	-	1,750	(1,750)	-	-
Torbay Management	-	42,883	(42,883)	-	-
Total restricted funds	-	321,340	(321,340)	-	-
Total funds	270,956	670,358	(654,582)	-	286,732

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General					
Unrestricted funds	76,898	353,768	(354,483)	(4,418)	71,765
Designated					
Advice for Life	2,587	-	-	-	2,587
Capital Premises Fund	25,000	-	(4,130)	(15,870)	5,000
Client Medical Support Fund	90	-	-	-	90
Hazel Ball Memorial Fund	374	-	(30)	-	344
Innovation Fund	3,300	-	(2,996)	2,996	3,300
IT Replacement	19,000	-	(3,571)	3,571	19,000
New Premises Depreciation Fund	2	-	-	-	2
Operations management budget	6,428	-	-	-	6,428
Post Pandemic Recovery Fund	72,000	-	-	8,000	80,000
Redundancy Fund	73,890	-	-	5,550	79,440
Sickness cover	2,500	-	(843)	843	2,500
Volunteer fund	500	-	-	-	500
	205,671	-	(11,570)	5,090	199,191
Total unrestricted funds	282,569	353,768	(366,053)	672	270,956
Restricted					

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	875	(875)	-	-
Carbon Monoxide Advice Project	-	8,725	(8,725)	-	-
Carers Income Maximisation Partner Payments	-	16,798	(16,798)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Carers Advice on Benefits	-	14,759	(14,759)	-	-
Citizens Advice Torbay	1,103	31,975	(31,975)	(1,103)	-
Devon Advice Services for Working Age Carers	-	30,176	(30,176)	-	-
Devon Macmillan	-	28,611	(28,611)	-	-
Empower	-	8,515	(8,515)	-	-
Energy Advice Programme	-	10,000	(10,000)	-	-
Help to Claim	(431)	-	-	431	-
Macmillan	-	14,028	(14,028)	-	-
Total restricted funds	672	212,662	(212,662)	(672)	-
Total funds	283,241	566,430	(578,715)	-	270,956

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Capital Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Post Pandemic Recovery Fund - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

New Premises Depreciation Fund - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2024.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Restricted Funds

ABC - Funding from Devon County Council for a Carers appeals service.

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Carbon Monoxide Advice Project - grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Citizens Advice COL grant - Funding from national Citizens Advice for supporting clients with the cost of living. Money was used to maintain the drop-in and increase outreach.

Carers Advice on Benefits - a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

Citizens Advice Torbay - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Devon Advice Services for Working Age Carers - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Growing Communities Fund - Funding was used to enhance outreach opportunities in the community.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Energy Outreach Project - To deliver energy advice and information in an outreach setting to consumers.

Exeter Foodbank - Funding supported Exeter Foodbank clients with benefits maximisation and to manage their debts with a view to them becoming less reliant on the foodbank.

Help to Claim - grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

National Lottery Awards for All - Funding from the National Lottery Community Fund for IT and equipment.

National Lottery COL Grant - Funding was used to maintain the drop in and to increase our capacity to offer specialist debt advice.

One Devon funding - NHS Southwest cost of living community fund grant funding received for Exeter drop in service.

Torbay Management - Income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

22 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Fixed asset investments	1	-	-	1
Current assets	91,277	283,495	10,770	385,542
Current liabilities	(88,041)	-	(10,770)	(98,811)
Total net assets	3,237	283,495	-	286,732

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	124,705	199,189	31,720	355,614
Current liabilities	(52,941)	-	(31,720)	(84,661)
Total net assets	71,765	199,191	-	270,956

23 Related party transactions

During the year the charity made the following related party transactions:

Torbay Citizens Advice Bureau

(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £42,884 (2023: £27,226).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £3,346 (2023: £1,464).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2023: £7,046)

At the balance sheet date the amount due from Torbay Citizens Advice Bureau was £336 (2023 - £Nil).

EXETER CITIZENS ADVICE BUREAU

England & Wales - Charity number 1091143

Accounts

Company registration number: 4334063

Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

Contents

Reference and Administrative Details	1 to 2
Chair's Report	3
Trustees' Report	4 to 12
Statement of Trustees' Responsibilities	13
Independent Examiner's Report	14
Statement of Financial Activities	15
Statement of Financial Activities (Prior Year)	16
Balance Sheet	17 to 18
Statement of Cash Flows	19
Notes to the Financial Statements	20 to 40

Exeter Citizens Advice Bureau

Reference and Administrative Details

Trustees	H S Fowler A R Langford R Lowe D J Mardon K M Mcdonald S J Morgan J R Oliver L E A Pattison D J Phillips G T Richardson S J Salter N Trinca M C Whitton
Charity Registration Number	1091143
Company Registration Number	4334063
	The charity is incorporated in England and Wales.
Registered Office	Dix's Field Exeter EX1 1QA
Accountants	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG

Exeter Citizens Advice Bureau

Reference and Administrative Details

Bankers

Natwest Plc
59 High Street
Exeter
Devon
EX4 3DL

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Aldermore Bank Plc
1st Floor, Block B
Western House
Lynch Wood
Peterborough
PE2 6FZ

Hodge Bank
29 Windsor Place
Cardiff
CF10 3BZ

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2023

As we enter the 2023/24 financial year, we also enter what is hopefully a more stable period for the Charity as our new Chief Executive Officer (CEO) settles into the post.

2022/23 was a year of massive upheaval as our CEO left the organisation in September 2022 after less than a year in post and temporary management arrangements were implemented whilst many outstanding issues were dealt with. These included returning our service model to incorporate a walk-in service and in office appointments with our clients. A client survey of the services we provided during the pandemic clearly indicated a high level of satisfaction and which has enabled us to develop the on-line and telephone services which provides a quicker response to our clients.

During the year a number of key issues were considered including continuation of home working for staff and volunteers and a possible relocation to another area of the City Council's premises. The Board determined that a system of home working and in-office services would be beneficial for both staff and volunteers and that the model be confirmed for the future. After much consideration it was decided not to move premises after the Council confirmed that major roof repairs would be undertaken.

A recruitment process was commenced in November 2022 assisted by an external recruitment agency. The interviews for the new post were held on 30th and 31st January and the appointment made on 2nd February. Sue Julyan took up her post on 17th April 2023.

In successfully coming through the pandemic and the staffing issues at senior level the contribution made by staff, volunteers and trustees has been excellent and re-affirms the incredible team spirit within the organisation of which I am so proud.

.....

Dennis Mardon

Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The Trustees who are directors for company law purposes, present their annual report together with the annual accounts for the period ending 31 March 2023 which comply with current statutory requirements, the charity's governing documents and prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	H S Fowler
	A R Langford
	R Lowe
	D J Mardon
	K M Mcdonald
	S J Morgan
	J R Oliver
	L E A Pattison
	D J Phillips
	G T Richardson
	S J Salter
	N Trinca
	M C Whitton
Secretary:	T E Godwin (resigned 19 August 2022)

Objectives

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas.

Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

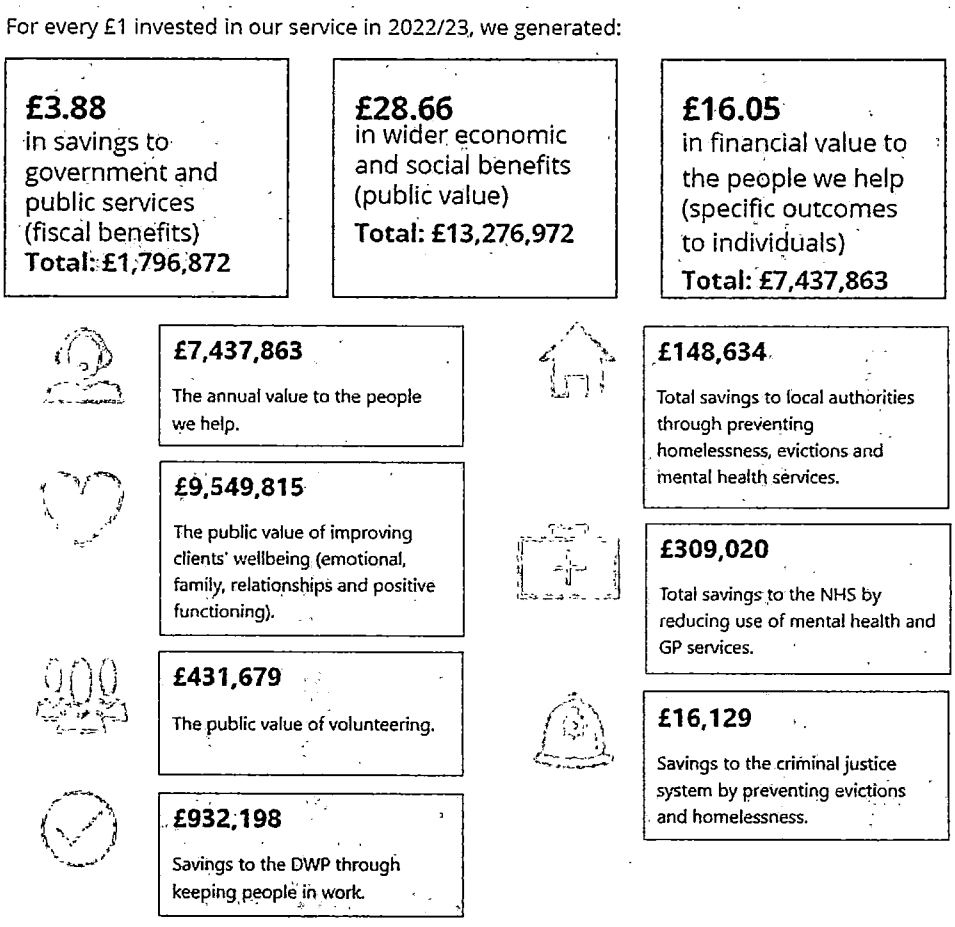
We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship. Our national Citizens Advice financial monitoring tool shows the difference we made in Exeter in 2022-23:



Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process. Of those replying to our latest survey; 80% were satisfied with the extent to which their problem was resolved; 80% were satisfied with the extent that we helped them find a way forward; and 82% said that they would recommend us to someone else. By improving clients' wellbeing (emotional, family, relationships and positive functioning), we contributed £9,549,815 in terms of public value.

Exeter Citizens Advice Bureau

Trustees' Report

Principles

- Citizens Advice Exeter is a client-focussed organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

The maximum number of Trustees shall be seventeen and the minimum be three, being either;

- Elected at the annual general meeting, and who shall hold office from the conclusion of that meeting; or

- Co-opted by the Trustee Board, provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:

Suzanne Julyan – Chief Executive

Lyndsay Jarman – Assistant Chief Executive

Victoria Tate-Brown – Executive Assistant

Karen Devaraj – Operations Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Exeter Citizens Advice Bureau

Trustees' Report

Who used and benefited from our services?

The charity have been able to re-open its drop-in service, which had ceased during the Covid pandemic. We have continued to offer telephone and digital advice and information services. During the last year, we continued to work with other Citizens Advice offices nationally deliver a telephone advice service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 28,860 hours of time through regular volunteering, or equivalent to 15.8 full-time equivalent staff members, or some £431,679 in value. In addition, this year we were delighted to welcome 8 new volunteers. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

During the year, 9 volunteers left to take paid employment or for other reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile

Of the clients who used the services of the charity during the year, over 77% were under 65 years of age, 61% were female, 91% of clients' ethnicity was white and 60% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 5,778 clients directly with their advice needs, involving 20,346 individual issues.

The demand on our advice services, by issue, was as follows:

Client Issues	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Grand Total
Benefits & tax credits	9,606	9,332	7,180	7,474	7,812	41,404
Other	2,455	2,319	1,133	1,196	645	7,748
Benefits Universal Credit	1,120	4,335	4,319	7,245	2,539	19,558
Debt	4,489	4,790	2,445	2,208	1,665	15,597
Housing	1,182	1,344	942	1,306	1,456	6,230
Employment	1,227	1,163	1,234	758	666	5,048
Utilities & communications	522	629	779	1,483	2,611	6,024
Relationships & family	960	832	693	641	592	3,718
Legal	434	435	267	384	357	1,877
Consumer goods & services	505	475	467	290	329	2,066
Financial services & capability	308	329	294	316	265	1,512
Travel & transport	226	214	199	189	189	1,017
Health & community care	365	299	311	250	209	1,434
Tax	187	218	129	123	187	844
Immigration & asylum	272	328	153	215	176	1,144
Charitable Support & Food Banks					516	516
GVA & Hate Crime	190	158	110	78	78	614
Education	84	51	41	40	54	270
Grand Total	24,132	27,251	20,696	24,196	20,346	116,621

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for over almost 80% of our current client issues. Given the uncertain economic climate for many of our clients amid the cost of living crisis, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, our clients presented some £1.3m in debts. Furthermore, we have achieved some £4.25m of financial gains for our clients.

We have assisted defendants in court who are in danger of losing their rented or mortgaged home. This is a high pressure situation, with a limited period of time to get the full details from the defendant, discuss the situation with the landlord or lender, help to get an agreement in place and then go into court with the defendant and speak on their behalf. In complex cases we occasionally request an adjournment, so that the defendant can be referred to a housing lawyer.

We offer all defendants a prearranged telephone call from Citizens Advice Exeter, and this will be followed up by any advice appointments the client needs. Numbers of housing cases listed at Exeter court are high and increasing. Housing enquiries made by Exeter residents across the 22/23 year formed 17.3% of all our enquiries, and we expect evictions in particular to rise significantly due to the massive rises in rents and mortgage interest rates.

We are grateful to Michelmores Limited Liability Partnership, Veitch Penny Limited Liability Partnership, The Family Law Company, Cartridges Law, and Haines Watts Chartered Accountants all who have continued to offer pro-bono support to our clients when we had to cease our free monthly specialist advice clinics due to the pandemic.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Digital

During the year, the charity has assisted additional clients by supporting 17,948 of website visits

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Big Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives. During the year the charity provided training courses or engagement events benefiting over 100.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy

Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the cost of living.

We will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. Although the health emergency of Covid has diminished, the financial and employment related issues will last for many months afterwards. This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice:** We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.

2. **Advocacy:** We will be a stronger voice on the issues that matter most to the people who come to us for help

3. **Technology**: We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.

4. **Sustainability:** We will secure our future as a service through a more collaborative and proactive approach to fundraising

5. **Culture:** We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

Financial review

The charity has been able to operate within its planned budgets. However, the future financial climate will mean that the charity will face a more difficult and challenging operating environment going forward. During 202/23 the charity has designated some £72,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

Action for Children – a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund – grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Carbon Monoxide Advice Project – grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues

Carers Advice on Benefits – a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Carers Covid Support – funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic.

Citizens Advice Torbay – income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

COMF Funding - grant funding from the Devon County Council to support with our response to Coronavirus

Devon Advice Services for Working Age Carers – funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Empower – A grant from Citizens Advice South Hams to support those in fuel poverty

Energy Advice Programme – grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Exeter and District Multiple Sclerosis Society - a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.

Exeter and District Kidney Patients' Association - a contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.

Help to Claim – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

Furthermore, this year the charity has attracted additional funding as follows:

Macmillan Cancer Support – Short Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Centurion – Provision of benefits advice for clients of Centurion

Exeter City Council Ukraine Support – Advice and Information project for Ukrainian Nationals

Arnold Clark – Funding to provide a pilot project working with Exeter foodbank

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2023 was £270,954 In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £81,743 in a 1-year fixed term bond.

Subsidiary undertakings

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 06561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Risk management

Our Governance Group is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Governance Group each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

Exeter Citizens Advice Bureau

Trustees' Report

UK General Data Protection Regulations

As part of its responsibilities, the Governance Group continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

In terms of external, and other, factors that the charity is planning for, these include:

Collaboration: We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focussed service to the residents of Devon.

Digital Services: We will promote on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations

The annual report was approved by the trustees of the charity on .23/6/23.. and signed on its behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

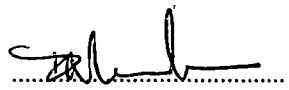
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

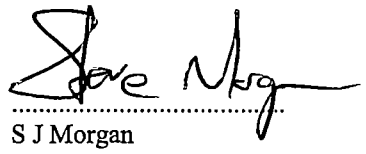
The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 23 June 2023 and signed on its behalf by:



D J Mardon
Trustee



S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Exeter Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 12/7/23

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	3	278,551	-	278,551
Charitable activities	4	73,393	212,662	286,055
Investment income	5	1,824	-	1,824
Total Income		353,768	212,662	566,430
Expenditure on:				
Charitable activities	6	(366,053)	(212,662)	(578,715)
Total Expenditure		(366,053)	(212,662)	(578,715)
Net expenditure		(12,285)	-	(12,285)
Transfers between funds		672	(672)	-
Net movement in funds		(11,613)	(672)	(12,285)
Reconciliation of funds				
Total funds brought forward		282,569	672	283,241
Total funds carried forward	21	270,956	-	270,956

All of the Charity's activities derive from continuing operations during the above period.

During the year, the Charity has utilised brought forward designated funds, specifically the post pandemic recovery fund, a fund to be used for additional advice capacity and staffing as the charity move in to the recovery phase of the pandemic, to cover budgeted expenditure incurred in the current year as part of the continued delivery of charitable objectives.

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	301,124	-	301,124
Charitable activities	4	64,669	228,724	293,393
Investment income	5	1,084	-	1,084
Total income		366,877	228,724	595,601
Expenditure on:				
Charitable activities	6	(410,533)	(228,052)	(638,585)
Total expenditure		(410,533)	(228,052)	(638,585)
Net (expenditure)/income		(43,656)	672	(42,984)
Net movement in funds		(43,656)	672	(42,984)
Reconciliation of funds				
Total funds brought forward		326,225	-	326,225
Total funds carried forward	21	282,569	672	283,241

All of the charity's activities derive from continuing operations during the above period.

The funds breakdown for 2022 is shown in note 21.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	13	2	2
Investments	14	1	1
		3	3
Current assets			
Debtors	15	30,564	13,142
Investments	16	81,743	80,657
Cash at bank and in hand	17	243,307	218,748
		355,614	312,547
Creditors: Amounts falling due within one year	18	(84,661)	(29,309)
Net current assets		270,953	283,238
Net assets		270,956	283,241
Funds of the charity:			
Restricted income funds			
Restricted funds	21	-	672
Unrestricted income funds			
Unrestricted funds		270,956	282,569
Total funds	21	270,956	283,241

The notes on pages 20 to 40 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2023

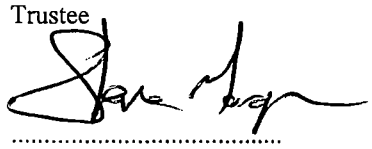
For the financial year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The financial statements on pages 15 to 40 were approved by the trustees, and authorised for issue on 23 June 2023 and signed on their behalf by:

.....
D J Mardon
Trustee



.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash expenditure		(12,285)	(42,984)
Adjustments to cash flows from non-cash items			
Depreciation		-	20,438
Investment income	5	(1,824)	(1,084)
		(14,109)	(23,630)
Working capital adjustments			
Increase in debtors	15	(17,422)	(3,953)
Increase/(decrease) in creditors	18	27,778	(4,049)
Increase/(decrease) in deferred income		27,574	(36,739)
Net cash flows from operating activities		23,821	(68,371)
Cash flows from investing activities			
Interest receivable and similar income	5	1,824	1,084
Net increase/(decrease) in cash and cash equivalents		25,645	(67,287)
Cash and cash equivalents at 1 April		299,405	366,692
Cash and cash equivalents at 31 March	20	325,050	299,405

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is a charity limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office and principal place of business is:
Dix's Field
Exeter
EX1 1QA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Exeter Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Group accounts not prepared
The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts
The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income is shown net of sales/value added tax, returns and discounts.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £1,000.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction price and subsequently measured at their settlement value.

Investments

Investments in subsidiaries and associates are measured at cost less impairment.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Donations and legacies;			
Donations from individuals	15,324	15,324	37,897
Grants, including capital grants;			
Government grants	263,227	263,227	263,227
	278,551	278,551	301,124

The income from donations and legacies in 2022 was £301,124 of which the entire amount was unrestricted.

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Action for Children	-	10,500	10,500
Arnold Clark	1,000	-	1,000
Big Energy Saving Network	-	875	875
CAB Project	-	14,759	14,759
Carbon Monoxide Advice Project	-	8,725	8,725
Carers Income Maximisation	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	16,798	16,798
Centurion	9,839	-	9,839
Citizens Advice Torbay	-	31,975	31,975
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	28,611	28,611
COMF Fund	18,608	-	18,608
Devon Advice Services for Working Age Carers	-	30,176	30,176
Empower	-	8,515	8,515
Energy Advice Programme	-	10,000	10,000
Exeter & District Kidney Patients Association	9,192	-	9,192
Exeter City Council Ukraine Support	14,976	-	14,976
Exeter & District MS Society	15,880	-	15,880
FORCE Cancer Charity	3,898	-	3,898
Macmillan	-	14,028	14,028
	73,393	212,662	286,055

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Action for Children	-	10,500	10,500
Big Energy Saving Network	-	4,625	4,625
Carbon Monoxide Advice Project	-	6,375	6,375
Carers Advice on Benefits	-	11,559	11,559
Citizens Advice Torbay	-	26,204	26,204
Citizens Advice (MaPS)	-	26,209	26,209
Devon Advice Services for Working Age Carers	-	28,975	28,975
Empower	-	7,925	7,925
Devon Community Foundation	-	10,235	10,235
Energy Advice Programme	-	6,000	6,000
Exeter & District Kidney Patients Association	9,012	-	9,012
Carers Income Maximisation	-	37,700	37,700
Exeter & District MS Society	21,875	-	21,875
FORCE Cancer Charity	33,782	-	33,782
Heat Well for Less	-	601	601
Help to Claim	-	51,816	51,816
	64,669	228,724	293,393

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	1,824	1,824
Total for 2023	1,824	1,824
Total for 2022	1,084	1,084

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2023
	Designated £	General £	£	£
Core service fund	-	302,002	-	302,002
Action for Children	-	-	10,500	10,500
Arnold Clark	-	1,000	-	1,000
Big Energy Saving Network	-	-	875	875
CAB Project	-	-	14,759	14,759
Capital Premises Fund	4,130	-	-	4,130
Carbon Monoxide Advice Project	-	-	8,725	8,725
Carers Income Maximisation	-	-	37,700	37,700
Carers Income Maximisation Partner Payments	-	-	16,798	16,798
Centurion	-	9,839	-	9,839
Citizens Advice Torbay	-	-	31,975	31,975
Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan	-	-	28,611	28,611
Devon Advice Services for Working Ages Carers	-	-	30,176	30,176
Energy Advice Programme	-	-	10,000	10,000
Exeter City Council Ukraine Support	-	12,672	-	12,672
Exeter & District Kidney Patients Association	-	9,192	-	9,192
Exeter & District MS Society	-	15,880	-	15,880
Empower	-	-	8,515	8,515
FORCE Cancer Charity	-	3,898	-	3,898
Hazel Ball Memorial Fund	30	-	-	30
Innovation Fund	2,996	-	-	2,996
IT Replacement Fund	3,571	-	-	3,571
Macmillan	-	-	14,028	14,028
Sickness cover	843	-	-	843
Total for 2023	11,570	354,483	212,662	578,715

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

	Unrestricted funds		Restricted funds	Total 2022
	Designated	General		
	£	£	£	£
Core service fund	-	302,209	-	302,209
Action for Children	-	-	10,500	10,500
Big Energy Saving Network	-	-	4,625	4,625
Capital Premises Fund	5,046	-	-	5,046
Carers Advice on Benefits	-	-	11,559	11,559
Carbon Monoxide Advice Project	-	-	6,375	6,375
Carers Income Maximisation	-	-	37,700	37,700
Citizens Advice Torbay	-	-	25,101	25,101
Citizens Advice (MaPS)	-	-	26,209	26,209
Depreciation Fund	20,438	-	-	20,438
Devon Advice Services for Working Ages Carers	-	-	28,975	28,975
Devon Community Foundation	-	-	10,235	10,235
Covid Recovery Fund	15,034	-	-	15,034
Energy Advice Programme	-	-	6,000	6,000
Exeter & District Kidney Patients Association	-	9,012	-	9,012
Exeter & District MS Society	-	21,875	-	21,875
Empower	-	-	7,925	7,925
FORCE Cancer Charity	-	33,782	-	33,782
Hazel Ball Memorial Fund	117	-	-	117
Heat Well for Less	-	-	601	601
Help to Claim	-	-	52,247	52,247
IT Replacement Fund	3,020	-	-	3,020
Total for 2022	43,655	366,878	228,052	638,585

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Total for 2023	2,820	2,820
Total for 2022	2,820	2,820

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2023 £	2022 £
Depreciation of fixed assets	-	20,438

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
Staff costs during the year were:		
Wages and salaries	369,508	409,263
Social security costs	31,577	33,046
Pension costs	10,508	12,362
	411,593	454,671

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2023	2022
	No	No
Charitable activities	19	22

12 (2022 - 13) of the above employees participated in the Defined Contribution Pension Schemes.

During the year, the charity made redundancy and/or termination payments which totalled £3,757 (2022 - £Nil).

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £108,065 (2022 - £135,345).

11 Independent examiner's remuneration

	2023	2022
	£	£
Examination of the financial statements	2,820	2,820

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 April 2022	103,911	68,302	172,213
At 31 March 2023	103,911	68,302	172,213
Depreciation			
At 1 April 2022	103,910	68,301	172,211
At 31 March 2023	103,910	68,301	172,211
Net book value			
At 31 March 2023	1	1	2
At 31 March 2022	1	1	2

Included within the net book value of leasehold improvements above is £Nil (2022 - £Nil) in respect of freehold land and buildings and £1 (2022 - £1) in respect of leaseholds.

14 Fixed asset investments

	2023 £	2022 £
Shares in group undertakings and participating interests	1	1

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2022	1	1
At 31 March 2023	1	1
Net book value		
At 31 March 2023	1	1
At 31 March 2022	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

Subsidiaries

The profit for the financial period of Exeter Citizens Advice Bureau (Services) Limited was £Nil (2022 - £Nil) and the aggregate amount of capital and reserves at the end of the period was £231 (2022 - £231).

15 Debtors

	2023	2022
	£	£
Trade debtors	27,029	12,330
Prepayments	3,535	812
	30,564	13,142

16 Current asset investments

	2023	2022
	£	£
Fixed term bonds	81,743	80,657

17 Cash and cash equivalents

	2023	2022
	£	£
Cash on hand	1,222	473
Cash at bank	242,085	218,275
	243,307	218,748

18 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	1,881	2,973
Other taxation and social security	8,246	7,562
Other creditors	27,281	-
Pension scheme creditor	1,254	1,303
Accruals	6,926	5,972
Deferred income	39,073	11,499
	84,661	29,309

	2023	2022
	£	£
Deferred income at 1 April 2022	11,499	48,238
Resources deferred in the period	37,475	11,499
Amounts released from previous periods	(9,901)	(48,238)
Deferred income at year end	39,073	11,499

At the balance sheet date the Charity was holding funds received in advance in relation to grant income.

19 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £10,508 (2022 - £12,362).

20 Analysis of net funds

	At 1 April 2022 £	Financing cash flows £	At 31 March 2023 £
Cash at bank and in hand	218,748	24,559	243,307
Current asset investments	80,657	1,086	81,743
Net debt	299,405	25,645	325,050

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	286,787	(68,039)	218,748
Current asset investments	79,905	752	80,657
Net debt	366,692	(67,287)	299,405

21 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
General					
Unrestricted funds	76,898	353,768	(354,483)	(4,418)	71,765
Designated					
Capital Premises Fund	25,000	-	(4,130)	(15,870)	5,000
Hazel Ball Memorial Fund	374	-	(30)	-	344
IT Replacement	19,000	-	(3,571)	3,571	19,000
New Premises Depreciation Fund	2	-	-	-	2
Redundancy Fund	73,890	-	-	5,550	79,440
Advice for Life	2,587	-	-	-	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	72,000	-	-	8,000	80,000
Operations management budget	6,428	-	-	-	6,428
Innovation Fund	3,300	-	(2,996)	2,996	3,300
Volunteer fund	500	-	-	-	500
Sickness cover	2,500	-	(843)	843	2,500
	205,671	-	(11,570)	5,090	199,191
Total unrestricted funds	282,569	353,768	(366,053)	672	270,956

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Restricted funds					
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	875	(875)	-	-
Carbon Monoxide Advice Project	-	8,725	(8,725)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Carers Income Maximisation Partner Payments	-	16,798	(16,798)	-	-
Carers Advice on Benefits	-	14,759	(14,759)	-	-
Devon Advice Services for Working Age Carers	-	30,176	(30,176)	-	-
Devon Macmillan	-	28,611	(28,611)	-	-
Citizens Advice Torbay	1,103	31,975	(31,975)	(1,103)	-
Empower	-	8,515	(8,515)	-	-
Energy Advice Programme	-	10,000	(10,000)	-	-
Help to Claim	(431)	-	-	431	-
Macmillan	-	14,028	(14,028)	-	-
Total restricted funds	672	212,662	(212,662)	(672)	-
Total funds	283,241	566,430	(578,715)	-	270,956

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General					
Unrestricted funds	80,883	366,477	(366,879)	(3,583)	76,898
Designated					
Capital Premises Fund	10,000	-	(5,046)	20,046	25,000
Hazel Ball Memorial Fund	490	-	(116)	-	374
IT Replacement	18,480	-	(3,020)	3,540	19,000
New Premises Depreciation Fund	20,440	-	(20,438)	-	2
Redundancy Fund	80,527	-	-	(6,637)	73,890
Advice for Life	2,587	400	-	(400)	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	100,000	-	(15,034)	(12,966)	72,000
Operations management budget	6,428	-	-	-	6,428
Innovation Fund	3,300	-	-	-	3,300
Volunteer fund	500	-	-	-	500
Sickness cover	2,500	-	-	-	2,500
	245,342	400	(43,654)	3,583	205,671
Total unrestricted funds	326,225	366,877	(410,533)	-	282,569
Restricted					

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	4,625	(4,625)	-	-
Carbon Monoxide Advice Project	-	6,375	(6,375)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Citizens Advice (MaPS)	-	26,209	(26,209)	-	-
Devon Community Foundation	-	10,235	(10,235)	-	-
Carers Advice on Benefits	-	11,559	(11,559)	-	-
Devon Advice Services for Working Age Carers	-	28,975	(28,975)	-	-
Citizens Advice Torbay	-	26,204	(25,101)	-	1,103
Empower	-	7,925	(7,925)	-	-
Heat Well for Less	-	601	(601)	-	-
Energy Advice Programme	-	6,000	(6,000)	-	-
Help to Claim	-	51,816	(52,247)	-	(431)
Total restricted funds	-	228,724	(228,052)	-	672
Total funds	326,225	595,601	(638,585)	-	283,241

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Capital Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Post Pandemic Recovery Fund - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

New Premises Depreciation Fund - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2023.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Restricted Funds

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Carbon Monoxide Advice Project - grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Carers Advice on Benefits - a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

Citizens Advice Torbay - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Citizens Advice Torridge, North, Mid and West Devon in partnership with Macmillan Cancer Support - Provision of a holistic welfare benefits, employment, housing, debt and general advice service for people affected by cancer.

Devon Advice Services for Working Age Carers - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Community Foundation - a grant to support our Coronavirus response.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Heat Well for Less - a grant from Citizens Advice South Hams to support those in fuel poverty.

Help to Claim - grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

22 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	124,705	199,189	31,720	355,614
Current liabilities	(52,941)	-	(31,720)	(84,661)
Total net assets	71,765	199,191	-	270,956

	Unrestricted funds		Restricted funds	Total funds at 31 March 2022
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	96,069	205,669	10,809	312,547
Current liabilities	(19,172)	-	(10,137)	(29,309)
Total net assets	76,898	205,671	672	283,241

23 Related party transactions

During the year the charity made the following related party transactions:

Torbay Citizens Advice Bureau
(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £27,226 (2022: £32,139).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £1,464 (2022: £2,858).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £7,046 (2022: £nil)

At the balance sheet date the amount due to/from Torbay Citizens Advice Bureau was £Nil (2022 - £Nil).

EXETER CITIZENS ADVICE BUREAU

England & Wales - Charity number 1091143

Accounts

Company registration number: 4334063
Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

Contents

Reference and Administrative Details	1 to 2
Chair's Report	3
Trustees' Report	4 to 11
Statement of Trustees' Responsibilities	12
Independent Examiner's Report	13
Statement of Financial Activities	14
Statement of Financial Activities (Prior Year)	15
Balance Sheet	16 to 17
Statement of Cash Flows	18
Notes to the Financial Statements	19 to 39

Exeter Citizens Advice Bureau

Reference and Administrative Details

Trustees	H S Fowler
	A R Langford
	R Lowe
	D J Mardon
	K M Mcdonald
	S J Morgan
	J R Oliver
	L E A Pattison
	D J Phillips
	G T Richardson
	S J Salter
	N Trinca
	M C Whitton
Secretary	T E Godwin
Charity Registration Number	1091143
Company Registration Number	4334063
	The charity is incorporated in England and Wales.
Registered Office	Dix's Field Exeter EX1 1QA
Principal Office	Dix's Field Exeter EX1 1QA
Accountants	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG

Exeter Citizens Advice Bureau

Reference and Administrative Details

Bankers

Natwest Plc
59 High Street
Exeter
Devon
EX4 3DL

CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4JQ

The Co-operative Bank
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Aldermore Bank Plc
1st Floor, Block B
Western House
Lynch Wood
Peterborough
PE2 6FZ

Hodge Bank
29 Windsor Place
Cardiff
CF10 3BZ

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2022

Last year I started the report with "as we enter the 2021/22 financial year, we also enter what is hopefully the gradual end of the Covid-19 pandemic." The impact of the pandemic continued to be felt throughout 2021/22 although it does seem that some normality is now returning to everyday life.

2021/22 was a year where a number of key changes came into our charity and the way we deliver our client services.

Firstly, we have continued with a mainly telephone support service ably combined with on-line advice and information and face-to-face interviews. Most staff and volunteers continued to work from home but as the year progressed we started bringing back more face to face interviews where these were necessary. Like many organisations, private businesses, charities and public sector, we are now considering a mix of home working and coming to the office and it seems that this is welcomed by many staff and volunteers.

Another important change in the second half of the year was a return to face to face meetings of Trustees which was welcomed by the 5 new Trustees we appointed during 2021/22. The new Trustees are already part of the family and making excellent contributions to our governance.

Last year, I confirmed that our current and long-term aim had stayed the same; to help more people with their daily challenges and this is still the case. Following the invasion of Ukraine, this will include special support for Ukrainian refugees coming to our city.

I am delighted to be able to report that, despite our own C-19 problems, our clients continue to be very pleased with the service they receive from our largely volunteer advisors. I cannot thank our advisors enough for the work they have undertaken during the pandemic, brilliantly supported by our paid staff and the Leadership Team.

Another major change was the decision by our CEO, Steve Barriball to retire after 15 dedicated years to our charity. The Trustees knew that replacing Steve would be a very difficult task, but we are delighted with the appointment of Tom Godwin who is developing into the role and will lead us through the major changes that we will face this year.

The major change we are planning this year is to relocate our premises to a more spacious site, where everyone is in one area rather than the two areas we currently occupy in Dix's Field. This is a significant development, and will require careful planning to ensure that we do not disrupt our service delivery more that absolutely necessary during the relocation.

Finally, I want to thank all the Trustees for their excellent contribution to the charity and the close partnership that Trustees have with the Leadership team, paid staff and volunteers.

Dennis Mardon

Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2022. The Charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	H S Fowler (appointed 29 September 2021
	R J Foxwell (resigned 29 September 2021)
	A R Langford
	R Lowe (appointed 29 September 2021)
	D J Mardon
	K M Mcdonald (appointed 23 June 2021)
	S J Morgan
	J R Oliver (appointed 29 September 2021)
	L E A Pattison
	D J Philips
	G T Richardson
	S J Salter
	N Trinca (appointed 29 September 2021)
	M C Whitton
Secretary:	T E Godwin (appointed 29 September 2021)
	S R Barriball (resigned 31 December 2021)

Objectives

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas.

Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Exeter Citizens Advice Bureau

Trustees' Report

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process. Of those replying to our latest survey; 75% were satisfied with the extent to which their problem was resolved; 87% were satisfied with the extent that we helped them find a way forward; and 88% said that they would recommend us to someone else.

Principles

- Citizens Advice Exeter is a client-focused organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:

Thomas Godwin– Chief Executive

Lyndsay Jarman – Assistant Chief Executive

Karen Devaraj – Operations Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

Due to the pandemic, the charity had not been conducting face-to-face services since the 23rd March 2020. However, the charity has continued to offer telephone and digital advice and information services. The need for an instant move to a largely telephone service with a freephone number has allowed us to reach those in need during the pandemic. It has also allowed us to offer a more accessible service for those who never or struggled to attend our fixed location face to face drop in model of advice; due to any number of factors from cost to language to disability among many.

We were hugely proud in October 2021 to be of the first LCA's locally to open our doors 3 days a week to operate a new model of face to face advice and information services. Using trained volunteers, we are looking at the majority of clients presenting in person as able to be empowered to use our phone and IT in our changed reception to speak to our service from there. This frees up our staff and volunteers to be able to offer a vulnerable client face to face advice and the time to explore their issue's and find a way forward.

Without the contribution of some 79 volunteers, our generalist advice and information service would not run. During the year, they have continued to offer advice and information to our clients through the changed channels and often at home. The public value of them giving their time is £466,860. Despite not being with their colleagues in the office and the important tea break we only had 2 persons who had to stop volunteering this year. The team spirit and resolve to carry on despite all the challenges is hugely inspirational.

The Trustee Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

Our Value?

The figures below speak volumes for how we continue to be able to support and resolve issues for some of the most complicated cases and deliver real savings to other statutory organisations in our region through our advice and information.

*Financial value to society in 2021/22 is calculated using a local impact measurement tool that CA National use across all their work,

Overall value (advice and volunteering)	
Fiscal benefit total	£1,982,318
Public value total	£14,496,039
Value to the people we help (financial outcomes) total	£8,699,191
For every £1 invested:	
For every £1, £x in fiscal benefits	**£3.60**
For every £1, £x in public value	**£26.32**
For every £1, £x in value to the people we help (financial outcomes)	**£15.80**

Local authority- by preventing homelessness and housing evictions & mental health services	
Savings to local authority total (fiscal benefits)	£143,490
For every £1 of LA funding, £x in fiscal benefit to local authority	£0.54

NHS - by reducing use of mental health and GP services, and keeping people in work	
Reducing use of health services	£270,410
Keeping people in work	£68,704
Total saving to NHS	£339,114
Other government departments	
Department of Work and Pensions (by keeping people in work)	£1,076,370
Criminal Justice System (by preventing housing evictions and homelessness)	£16,416
Housing Providers (by preventing housing evictions)	£405,992

Client Profile

Of the clients who used the services of the charity during the year 61% were Female, 12% were from Black Asian and minority ethnic communities, and 54% were Disabled or living with a Long-Term Health Condition.

Advice Needs

During the year, the charity assisted, despite being physically closed 6,190 clients directly with 24,197 issues.

The demand on our advice services, by issue, was as follows:

	2022	**2021**	**2020**	**2019**	**2018**	**2017**	**2016**	**2015**	**2014**
Benefits	14,720	11,500	13,668	10,727	8,965	8,100	7,440	5,791	5,545
Debt	2,208	2,445	4,790	4,494	4,151	4,385	4,804	4,672	5,141
Employment	758	1,234	1,163	1,227	1,187	1,119	1,308	999	830
Housing	1,306	942	1,344	1,182	1,148	1,141	1,383	1,015	875
Relationships	641	693	832	960	798	716	804	550	463
Consumer	290	467	475	507	447	423	542	377	282
Finance	316	294	329	309	419	269	280	226	240
Legal	384	267	435	434	425	465	523	446	322
Immigration	215	153	328	272	265	211	224	148	137
Other	3,359	2,703	3,889	4,031	3,801	1,402	1,386	857	741
Total	**22,034**	**20,698**	**27,253**	**24,143**	**21,606**	**18,231**	**18,694**	**15,081**	**14,576**

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for over two-thirds of our current client issues. The end of the energy price cap has led to a renewed upsurge in energy advice but ultimately much of it will evolve into debt issues. The struggle will always capacity across the network and region for trained debt advisers.

We continue to support those at risk of homelessness during the last year, and expect to see large increases in demand for this help during the coming year.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Digital

During the year, the charity has assisted a further 7,457 clients through our web based digital resources.

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Big Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. Our team take the time to examine the evidence on a range of topics important to our clients to inform our advice and to campaign for change one such large piece of work forthcoming is the in-depth exploration of PIP.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy 2022 post Coronavirus into Cost of Living Crisis

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by the pandemic and cost of living crisis.

As part of our continual review and planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present.

We have emerged from the most acute period of the pandemic into a full-blown inflation busting financial crisis that for many people already struggling post pandemic are in serious danger of not being able to keep their heads above water from.

This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice**: We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy**: We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology**: We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability**: We will secure our future as a service through a more collaborative and proactive approach to fundraising
5. **Culture**: We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2022 / 232 the Charity has designated some £80,000 of reserves to support additional staffing as part of our Coronavirus recovery.planning.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

Action for Children – a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund – grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Carbon Monoxide Advice Project – grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Carers Advice on Benefits – a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Citizens Advice Torbay – income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities

Devon Advice Services for Workings Age Carers – funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Empower – A grant from Citizens Advice South Hams to support those in fuel poverty

Energy Advice Programme – grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Exeter and District Multiple Sclerosis Society – a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.

Exeter and District Kidney Patients' Association – a contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.

FORCE Cancer Charity – a contractual arrangement funded by FORCE Cancer Charity to provide welfare benefits advice to people living with cancer. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser

Heat Well for Less – a grant from Citizens Advice South Hams to support those in fuel poverty.

Help to Claim – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants. Ended March 2021

Furthermore, this year the Charity has attracted additional funding as follows:

Carers Covid Support – funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic

COMF Funding – grant funding from the Devon County Council to support with our response to Coronavirus

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2022 was £282,567. In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £80,657 in a 1-year fixed term bond and £53,253 in a 3-month deposit account.

Subsidiary undertakings

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 6561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Risk management

Our Governance Group is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Governance Group each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Governance Group continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

In terms of external, and other, factors that the charity is planning for, these include:

- **Pandemic recovery & Cost of Living Crisis** With partners, we will develop plans to support those in our community most affected, and support our own people to respond to increased advice needs.
- **Collaboration:** We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focused service to the residents of Devon.
- **Premises:** We will continue to engage with emerging plans from Exeter City Council and ourselves for the re-deployment of the Civic Centre customer service area into a bespoke advice centre.
- **Digital Services:** We will promote on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situation.

Exeter Citizens Advice Bureau

Trustees' Report

The annual report was approved by the trustees of the charity on 22/6/22 and signed on its behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 22/6/22 and signed on its behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Exeter Citizens Advice Bureau are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Exeter Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 23/9/22

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	301,124	-	301,124
Charitable activities	4	64,669	228,724	293,393
Investment income	5	1,084	-	1,084
Total Income		366,877	228,724	595,601
Expenditure on:				
Charitable activities	6	(410,533)	(228,052)	(638,585)
Total Expenditure		(410,533)	(228,052)	(638,585)
Net movement in funds		(43,656)	672	(42,984)
Reconciliation of funds				
Total funds brought forward		326,225	-	326,225
Total funds carried forward	20	282,569	672	283,241

All of the Charity's activities derive from continuing operations during the above period.

During the year, the Charity has utilised brought forward designated funds, specifically the post pandemic recovery fund, a fund to be used for additional advice capacity and staffing as the charity move in to the recovery phase of the pandemic, to cover budgeted expenditure incurred in the current year as part of the continued delivery of charitable objectives.

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	358,308	-	358,308
Charitable activities	4	73,961	285,245	359,206
Investment income	5	1,626	-	1,626
Total income		433,895	285,245	719,140
Expenditure on:				
Charitable activities	6	(349,867)	(287,823)	(637,690)
Total expenditure		(349,867)	(287,823)	(637,690)
Net income/(expenditure)		84,028	(2,578)	81,450
Net movement in funds		84,028	(2,578)	81,450
Reconciliation of funds				
Total funds brought forward		242,197	2,578	244,775
Total funds carried forward	20	326,225	-	326,225

All of the charity's activities derive from continuing operations during the above period.

The funds breakdown for 2021 is shown in note 20.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	13	2	20,440
Investments	14	1	1
		3	20,441
Current assets			
Debtors	15	13,142	9,189
Investments	16	80,657	79,905
Cash at bank and in hand	17	218,748	286,787
		312,547	375,881
Creditors: Amounts falling due within one year	18	(29,309)	(70,097)
Net current assets		283,238	305,784
Net assets		283,241	326,225
Funds of the charity:			
Restricted income funds			
Restricted funds	20	672	-
Unrestricted income funds			
Unrestricted funds		282,569	326,225
Total funds	20	283,241	326,225

The notes on pages 19 to 39 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2022

For the financial year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 14 to 39 were approved by the trustees, and authorised for issue on 22/6/22 and signed on their behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash (expenditure)/income		(42,984)	81,450
Adjustments to cash flows from non-cash items			
Depreciation		20,438	20,440
Investment income	5	(1,084)	(1,626)
		(23,630)	100,264
Working capital adjustments			
(Increase)/decrease in debtors	15	(3,953)	2,203
Decrease in creditors	18	(4,049)	(25,123)
Decrease in deferred income		(36,739)	(17,594)
Net cash flows from operating activities		(68,371)	59,750
Cash flows from investing activities			
Interest receivable and similar income	5	1,084	1,626
Net (decrease)/increase in cash and cash equivalents		(67,287)	61,376
Cash and cash equivalents at 1 April		366,692	305,316
Cash and cash equivalents at 31 March	19	299,405	366,692

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 19 to 39 form an integral part of these financial statements.

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office and principal place of business is:
Dix's Field
Exeter
EX1 1QA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Exeter Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Group accounts not prepared
The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts
The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £1,000.00 or more are initially recorded at cost.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from individuals	37,897	37,897	92,644
Grants, including capital grants;			
Government grants	263,227	263,227	265,664
	301,124	301,124	358,308

The income from donations and legacies in 2021 was £358,308 of which the entire amount was unrestricted.

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Action for Children	-	10,500	10,500
Big Energy Saving Network	-	4,625	4,625
Carbon Monoxide Advice Project	-	6,375	6,375
Carers Advice on Benefits	-	11,559	11,559
Carers Income Maximisation	-	37,700	37,700
Citizens Advice (MaPS)	-	26,209	26,209
Citizens Advice Torbay	-	26,204	26,204
Devon Advice Services for Working Age Carers	-	28,975	28,975
Devon Community Foundation	-	10,235	10,235
Empower	-	7,925	7,925
Energy Advice Programme	-	6,000	6,000
Exeter & District Kidney Patients Association	9,012	-	9,012
Exeter & District MS Society	21,875	-	21,875
FORCE Cancer Charity	33,782	-	33,782
Heat Well for Less	-	601	601
Help to Claim	-	51,816	51,816
	64,669	228,724	293,393

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Action for Children	-	10,900	10,900
Big Energy Saving Network	-	5,000	5,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	12,384	12,384
Carers Income Maximisation	-	41,601	41,601
Citizens Advice (MaPS)	-	17,824	17,824
Citizens Advice Torbay	-	25,970	25,970
Devon Advice Services for Working Age Carers	-	28,946	28,946
Devon Community Foundation	-	10,000	10,000
Energy Advice Programme	-	3,720	3,720
Exeter & District Kidney Patients Association	8,748	-	8,748
Exeter & District MS Society	20,749	-	20,749
FORCE Cancer Charity	44,464	-	44,464
Healthwatch Devon	-	6,050	6,050
Citizens Advice (BEIS)	-	6,958	6,958
Heat Well for Less	-	7,357	7,357
Help to Claim	-	50,060	50,060
Quids for Kids	-	10,850	10,850
National Lottery Community Fund	-	16,328	16,328
Social Prescribing	-	29,297	29,297
	73,961	285,245	359,206

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	1,084	1,084
Total for 2022	1,084	1,084
Total for 2021	1,626	1,626

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2022
	Designated £	General £	£	£
Core service fund	-	302,209	-	302,209
Action for Children	-	-	10,500	10,500
Big Energy Saving Network	-	-	4,625	4,625
Capital Premises Fund	5,046	-	-	5,046
Carbon Monoxide Advice Project	-	-	6,375	6,375
Carers Advice on Benefits	-	-	11,559	11,559
Carers Income Maximisation	-	-	37,700	37,700
Citizens Advice (MaPS)	-	-	26,209	26,209
Citizens Advice Torbay	-	-	25,101	25,101
Covid Recovery Fund	15,034	-	-	15,034
Depreciation Fund	20,438	-	-	20,438
Devon Advice Services for Working Ages Carers	-	-	28,975	28,975
Devon Community Foundation	-	-	10,235	10,235
Empower	-	-	7,925	7,925
Energy Advice Programme	-	-	6,000	6,000
Exeter & District Kidney Patients Association	-	9,012	-	9,012
Exeter & District MS Society	-	21,875	-	21,875
FORCE Cancer Charity	-	33,782	-	33,782
Hazel Ball Memorial Fund	117	-	-	117
Heat Well for Less	-	-	601	601
Help to Claim	-	-	52,247	52,247
IT Replacement Fund	3,020	-	-	3,020
Total for 2022	43,655	366,878	228,052	638,585

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

	Unrestricted funds		Restricted funds	Total 2021
	Designated	General		
	£	£	£	£
Core service fund	-	249,122	-	249,122
Action for Children	-	-	11,341	11,341
Big Energy Saving Network	-	-	5,000	5,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	1,878	-	-	1,878
Carers Advice on Benefits	-	-	12,384	12,384
Carers Income Maximisation	-	-	41,601	41,601
Citizens Advice (MaPS)	-	-	17,824	17,824
Citizens Advice (BEIS)	-	-	6,958	6,958
Citizens Advice Torbay	-	-	29,698	29,698
Depreciation Fund	20,440	-	-	20,440
Devon Advice Services for Working Ages Carers	-	-	28,947	28,947
Devon Community Foundation	-	-	10,000	10,000
Energy Advice Programme	-	-	3,720	3,720
Exeter & District Kidney Patients Association	-	8,748	-	8,748
Exeter & District MS Society	-	20,749	-	20,749
FORCE Cancer Charity	-	44,463	-	44,463
Hazel Ball Memorial Fund	17	-	-	17
Healthwatch Devon	-	-	6,050	6,050
Heat Well for Less	-	-	7,356	7,356
Help to Claim	-	-	48,469	48,469
IT Replacement Fund	4,450	-	-	4,450
National Lottery Community Fund	-	-	16,328	16,328
Quids for Kids	-	-	10,850	10,850
Social Prescribing	-	-	29,297	29,297
Total for 2021	26,785	323,082	287,823	637,690

7 Analysis of governance costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Total for 2022	2,820	2,820
Total for 2021	2,820	2,820

8 Net incoming/outgoing resources

Net outgoing/incoming resources for the year include:

	2022 £	2021 £
Depreciation of fixed assets	20,438	20,440

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	409,263	387,213
Social security costs	33,046	31,198
Pension costs	12,362	11,598
	454,671	430,009

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2022 No	2021 No
Charitable activities	22	20

13 (2021 - 12) of the above employees participated in the Defined Contribution Pension Schemes.

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £135,345 (2021 - £117,292).

11 Independent examiner's remuneration

	2022 £	2021 £
Examination of the financial statements	2,820	2,820

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 April 2021	103,911	68,302	172,213
At 31 March 2022	103,911	68,302	172,213
Depreciation			
At 1 April 2021	83,472	68,301	151,773
Charge for the year	20,438	-	20,438
At 31 March 2022	103,910	68,301	172,211
Net book value			
At 31 March 2022	1	1	2
At 31 March 2021	20,439	1	20,440

Included within the net book value of leasehold improvements above is £Nil (2021 - £Nil) in respect of freehold land and buildings and £1 (2021 - £20,439) in respect of leaseholds.

14 Fixed asset investments

	2022 £	2021 £
Shares in group undertakings and participating interests	1	1

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2021	1	1
At 31 March 2022	1	1
Net book value		
At 31 March 2022	1	1
At 31 March 2021	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

Subsidiaries

The profit for the financial period of Exeter Citizens Advice Bureau (Services) Limited was £Nil (2021 - £Nil) and the aggregate amount of capital and reserves at the end of the period was £231 (2021 - £231).

15 Debtors

	2022	2021
	£	£
Trade debtors	12,330	8,223
Prepayments	812	966
	13,142	9,189

16 Current asset investments

	2022	2021
	£	£
Fixed term bonds	80,657	79,905

17 Cash and cash equivalents

	2022	2021
	£	£
Cash on hand	473	902
Cash at bank	218,275	285,885
	218,748	286,787

18 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,973	6,828
Other taxation and social security	7,562	8,827
Pension scheme creditor	1,303	773
Accruals	5,972	5,431
Deferred income	11,499	48,238
	29,309	70,097

	2022	2021
	£	£
Deferred income at 1 April 2021	48,238	65,832
Resources deferred in the period	11,499	44,889
Amounts released from previous periods	(48,238)	(62,483)
Deferred income at year end	11,499	48,238

19 Analysis of net funds

	At 1 April 2021	Financing cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	286,787	(68,039)	218,748
Current asset investments	79,905	752	80,657
Net debt	366,692	(67,287)	299,405

	At 1 April 2020	Financing cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	226,590	60,197	286,787
Current asset investments	78,726	1,179	79,905
Net debt	305,316	61,376	366,692

20 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Unrestricted funds					
General					
Unrestricted funds	80,883	366,477	(366,879)	(3,583)	76,898
Designated					
Capital Premises Fund	10,000	-	(5,046)	20,046	25,000
Hazel Ball Memorial Fund	490	-	(116)	-	374
IT Replacement	18,480	-	(3,020)	3,540	19,000
New Premises Depreciation Fund	20,440	-	(20,438)	-	2
Redundancy Fund	80,527	-	-	(6,637)	73,890
Advice for Life	2,587	400	-	(400)	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	100,000	-	(15,034)	(12,966)	72,000
Operations management budget	6,428	-	-	-	6,428
Innovation Fund	3,300	-	-	-	3,300
Volunteer fund	500	-	-	-	500
Sickness cover	2,500	-	-	-	2,500
	245,342	400	(43,654)	3,583	205,671
Total unrestricted funds	326,225	366,877	(410,533)	-	282,569

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
Restricted funds					
Action for Children	-	10,500	(10,500)	-	-
Big Energy Saving Network Fund	-	4,625	(4,625)	-	-
Carbon Monoxide Advice Project	-	6,375	(6,375)	-	-
Carers Advice on Benefits	-	11,559	(11,559)	-	-
Carers Income Maximisation	-	37,700	(37,700)	-	-
Citizens Advice (MaPS)	-	26,209	(26,209)	-	-
Citizens Advice Torbay	-	26,204	(25,101)	-	1,103
Devon Advice Services for Working Age Carers	-	28,975	(28,975)	-	-
Devon Community Foundation	-	10,235	(10,235)	-	-
Empower	-	7,925	(7,925)	-	-
Energy Advice Programme	-	6,000	(6,000)	-	-
Heat Well for Less	-	601	(601)	-	-
Help to Claim	-	51,816	(52,247)	-	(431)
Total restricted funds	-	228,724	(228,052)	-	672
Total funds	326,225	595,601	(638,585)	-	283,241

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General					
Unrestricted funds	57,738	433,695	(323,082)	(87,468)	80,883
Designated					
Capital Premises Fund	10,000	-	(1,878)	1,878	10,000
Hazel Ball Memorial Fund	507	-	(17)	-	490
IT Replacement	17,516	-	(4,450)	5,414	18,480
New Premises Depreciation Fund	40,880	-	(20,440)	-	20,440
Redundancy Fund	71,553	-	-	8,974	80,527
Core Service Fund	35,726	-	-	(35,726)	-
Advice for Life	2,387	200	-	-	2,587
Client Medical Support Fund	90	-	-	-	90
Post Pandemic Recovery Fund	-	-	-	100,000	100,000
Operations management budget	-	-	-	6,428	6,428
Innovation Fund	3,300	-	-	-	3,300
Volunteer fund	-	-	-	500	500
Sickness cover	2,500	-	-	-	2,500
	184,459	200	(26,785)	87,468	245,342
Total unrestricted funds	242,197	433,895	(349,867)	-	326,225

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Restricted					
Action for Children	441	10,900	(11,341)	-	-
Big Energy Saving Network Fund	-	5,000	(5,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	12,384	(12,384)	-	-
Carers Income Maximisation	-	41,601	(41,601)	-	-
Citizens Advice (MaPS)	-	17,824	(17,824)	-	-
Citizens Advice (BEIS)	-	6,958	(6,958)	-	-
Citizens Advice Torbay	3,728	25,970	(29,698)	-	-
Devon Advice Services for Working Age Carers	-	28,947	(28,947)	-	-
Devon Community Foundation	-	10,000	(10,000)	-	-
Energy Advice Programme	-	3,720	(3,720)	-	-
National Lottery Community Fund	-	16,328	(16,328)	-	-
Heat Well for Less	-	7,356	(7,356)	-	-
Healthwatch Devon	-	6,050	(6,050)	-	-
Help to Claim	(1,591)	50,060	(48,469)	-	-
Quids for Kids	-	10,850	(10,850)	-	-
Social Prescribing	-	29,297	(29,297)	-	-
Total restricted funds	2,578	285,245	(287,823)	-	-
Total funds	244,775	719,140	(637,690)	-	326,225

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Capital Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service during 2021/22.

Post Pandemic Recovery Fund - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

New Premises Depreciation Fund - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2022.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Restricted Funds

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Big Energy Saving Winter (formerly Big Energy Saving Week) - grant funding from Citizens Advice to promote Big Energy Saving Winter to consumers.

Carbon Monoxide Advice Project - grant funding from Citizens Advice to support consumers in vulnerable situations and address carbon monoxide (CO) safety issues.

Carers Advice on Benefits - a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Carers Covid Support - funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic.

Citizens Advice (BEIS) - grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus.

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

Citizens Advice Torbay - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Devon Advice Services for Working Age Carers - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Community Foundation - a grant to support our Coronavirus response.

Empower - A grant from Citizens Advice South Hams to support those in fuel poverty

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Heat Well for Less - a grant from Citizens Advice South Hams to support those in fuel poverty

Help to Claim - grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

National Lottery Community Fund - a grant to support our Coronavirus response with Advice Exeter partners.

Quids for Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximization service for families with disabled children. This contract employs one part-time adviser.

Social Prescribing Project - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients.

21 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2022
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	2	-	2
Fixed asset investments	1	-	-	1
Current assets	96,069	205,669	10,809	312,547
Current liabilities	(19,172)	-	(10,137)	(29,309)
Total net assets	76,898	205,671	672	283,241

	Unrestricted funds		Restricted funds	Total funds at 31 March 2021
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	20,440	-	20,440
Fixed asset investments	1	-	-	1
Current assets	103,503	224,902	47,476	375,881
Current liabilities	(22,621)	-	(47,476)	(70,097)
Total net assets	80,883	245,342	-	326,225

22 Related party transactions

During the year the charity made the following related party transactions:

Torbay Citizens Advice Bureau
(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £32,139 (2021: £27,561).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £2,858 (2021: £1,693).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2021: £nil)

At the balance sheet date the amount due to/from Torbay Citizens Advice Bureau was £Nil (2021 - £Nil).

EXETER CITIZENS ADVICE BUREAU

England & Wales - Charity number 1091143

Accounts

Company registration number: 4334063

Charity registration number: 1091143

Exeter Citizens Advice Bureau

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Exeter Citizens Advice Bureau

Contents

Reference and Administrative Details	1 to 2
Chair's Report	3
Trustees' Report	4 to 10
Statement of Trustees' Responsibilities	11
Independent Examiner's Report	12
Statement of Financial Activities	13
Statement of Financial Activities (Prior Year)	14
Balance Sheet	15 to 16
Statement of Cash Flows	17
Notes to the Financial Statements	18 to 38

Exeter Citizens Advice Bureau

Reference and Administrative Details

Trustees	R J Foxwell
	A R Langford
	D J Mardon
	S J Morgan
	L E A Pattison
	D J Phillips
	G T Richardson
	S J Salter
	M C Whitton
Secretary	S R Barriball
Principal Office	Dix's Field Exeter EX1 1QA
Registered Office	Dix's Field Exeter EX1 1QA
	The charity is incorporated in England and Wales.

Exeter Citizens Advice Bureau

Reference and Administrative Details

Company Registration Number	4334063
Charity Registration Number	1091143
Bankers	Natwest Plc 59 High Street Exeter Devon EX4 3DL CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ The Co-operative Bank PO Box 101 1 Balloon Street Manchester M60 4EP Aldermore Bank Plc 1st Floor, Block B Western House Lynch Wood Peterborough PE2 6FZ Hodge Bank 29 Windsor Place Cardiff CF10 3BZ
Accountants	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG

Exeter Citizens Advice Bureau

Chair's Report for the Year Ended 31 March 2021

As we enter the 2021/22 financial year, we also enter what is hopefully the gradual end of the Covid-19 pandemic.

The year behind us was largely defined by our pandemic response, and we have a lot to be proud of. Rather than letting Covid-19 knock us off course, we responded in a way that actually accelerated our progress in several key areas. Throughout such rapid change, our long term goal has stayed the same: to help more people in Exeter by delivering seamless, multichannel services that keep pace with changing client preferences. Our partnership with Citizens Advice colleagues in Torbay, which provides a joint leadership approach across both charities, has demonstrated the positive impact for both charities during our pandemic response.

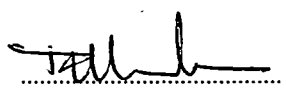
Our most recent brand research shows that the phone has now overtaken face-to-face as the main way in which people envisage contacting us in future, and the demand for chat, email and online advice continues to grow. In 2020/21, in large part because of the pandemic, we made that shift. In 2020, nationally we saw an increase of 6 million users of our online advice.

As lockdown measures begin to ease, a key challenge and priority is to maintain and build on that progress. So we want to prioritise continuing to build capacity on phones and re-introduce our face-to-face services thoughtfully, reserving them for those who need them most.

This year we have been able to help 15,053 clients through a mix of on-line services, self-help facilities, telephone access, telephone appointment interviews and training, and dealt with 29,658 individual problems. In addition, we have achieved financial gains for clients totaling some £4.15m. Our impact research shows people are equally satisfied with our services across phones, chat and face to face, and that even during the pandemic over 80% of people found our services accessible. In the year ahead, we must deepen our understanding and adapt our service for those we don't reach.

Even if the year ahead does see an end to the pandemic, the effects of Covid-19 will be felt by society for some time. I thank the volunteers and staff of the Charity for their on-going effort and commitment during the challenges of the last year. I would also like to thank my fellow Trustees who provide first class governance to the Charity which was again highlighted in our recent leadership assessment by Citizens Advice of which we are a member, together with continuing excellent quality of advice assessment outcomes. We know the importance of staff and volunteer wellbeing and want to make sure our priorities for the year ahead are ambitious but achievable. We'll continue to embed our wellbeing offer and, when it is safe to do so, introduce new ways of working for our staff and volunteers based on a blend of office and remote working. I am delighted that, despite the challenges of the last year, we have achieved outstanding results in our people and client surveys, both locally and nationally. I must also give thanks to the Leadership Team who worked tirelessly to deliver the excellent outcomes we achieved this year.

Our advocacy work remains more important than ever for the people who come to us for help. We helped secure some important wins, influencing the design of the Job Retention Scheme, securing a pause on private rental sector evictions, and a temporary £20 uplift on Universal Credit. In the year ahead we will continue to be at the forefront of understanding how the people of Exeter are affected by economic and societal shifts, and we will continue to speak up for them.



Dennis Mardon

Chair of Trustees

Exeter Citizens Advice Bureau

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2021. The Charity was incorporated on 4 December 2001 and is a company limited by guarantee, having no share capital.

Trustees

J M Crockett (resigned 23 September 2020)

R J Foxwell

A R Langford

M L G Maguire (resigned 23 September 2020)

D J Mardon

S J Morgan

L E A Pattison

D J Phillips

G T Richardson

S J Salter

K Steer (resigned 31 March 2021)

M C Whitton

Objectives

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Devon and surrounding areas.

Purposes and aims

The charity is a member of Citizens Advice and aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

The charity provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. Our aims fully reflect the purposes that the charity was set up to further.

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

How our activities deliver public benefit

All our charitable activities focus on the provision of free advice to the general public on a range of issues; including welfare benefits and tax credits, debt and money, housing and employment, family issues and consumer advice. Our activities are undertaken to further our charitable purposes for the public benefit. Largely, those benefiting from our services are those most in need, particularly those in financial hardship.

Client satisfaction

We carefully monitor our clients' satisfaction with our service; the feedback we receive is vital to our planning process. Of those replying to our latest survey; 79.4% were satisfied with the extent to which their problem was resolved; 87.9% were satisfied with the extent that we helped them find a way forward; and 91.6% said that they would recommend us to someone else. Moreover, 60.0% of clients told us that they were less stressed, depressed or anxious as a result of our services, more than 6 in 10 clients with an existing health condition said that we had helped to improve their mental health, and 6 in 10 found it easier to manage day-to-day.

Principles

Citizens Advice Exeter is a client-focussed organisation

- Citizens Advice Exeter is a client-focussed organisation
- A client will be given as much time as he or she needs, but it is recognised that this may not be as much time as he or she wants
- Services will be targeted towards those who are most in need
- The quality of services offered to clients must remain demonstrably high
- The financial and structural viability of the organisation shall be considered when introducing any new services
- It is recognised that new services and initiatives should be directed primarily at strengthening the core of the service, either structurally or financially

Governance

The charity is managed by its Trustee Board, which is drawn from the local community. The members are charity trustees who have a legal responsibility for the general control and management of the charity, including financial management and control. All trustees give their time voluntarily and receive no benefits from the charity, except where the board approves payments in the best interests of the charity and to enable the charity to achieve its charitable objectives.

The Trustee Board is responsible for ensuring that the charity complies with the Citizens Advice Membership Scheme, charity legislation, and relevant company law.

New trustees are provided with an induction pack, an initial induction programme, and on-going training and support as required. This includes the opportunity to observe the work of the charity and briefings at Board meetings on areas of the charity's work. The charity also uses a trustee self-review and skills audit process which provides an opportunity to review knowledge and identify learning and development needs. Furthermore, Citizens Advice provides a programme of trustee training for new and existing trustees.

Management

The day to day running of the charity is delegated to the Chief Executive and the leadership team, consisting of:

Steve Barriball – Chief Executive

Lyndsay Jarman – Assistant Chief Executive

Karen Devaraj – Operations Manager

Administration

Administration within the charity is supported by a dedicated team of administrative volunteers who undertake tasks such as opening post, filing, data input and photocopying. We pay tribute to our administrative volunteers for their continued support and dedication to our work during these challenging times.

Who used and benefited from our services?

Due to the pandemic, the charity ceased face-to-face services on the 23rd March 2020. However, the charity has continued to offer telephone and digital advice and information services. During the last year, we continued to work with other local Citizens Advice offices to deliver the Devon adviceline service.

Without the contribution of volunteers, our generalist advice and information service would not run. During the year, they have given in the region of 28,860 hours of time through regular volunteering, or equivalent to 15.8 full-time equivalent staff members, or some £469,930 in value. In addition, this year we were delighted to welcome 9 new volunteers. The Board wish to thank the many volunteers who ensure the continued operation of the charity by donating their time and experience during these challenging times.

During the year, 10 volunteers left to take paid employment or for other reasons. This demonstrates the excellent in-house training support offered to our volunteers. The new skills and experience gained whilst volunteering are clearly valued by employers.

Client Profile

Of the clients who used the services of the charity during the year, 80% were under 65 years of age, 61% were female, 8% were from Black Asian and minority ethnic communities, and 50% were disabled or living with a long-term health condition.

Advice Needs

During the year, the charity assisted 8,587 clients directly with their advice needs, involving 20,698 individual issues.

The demand on our advice services, by issue, was as follows:

	2021	**2020**	**2019**	**2018**	**2017**	**2016**	**2015**	**2014**	**2013**
Benefits	11,500	13,668	10,727	8,965	8,100	7,440	5,791	5,545	6,439
Debt	2,445	4,790	4,494	4,151	4,385	4,804	4,672	5,141	4,777
Employment	1,234	1,163	1,227	1,187	1,119	1,308	999	830	854
Housing	942	1,344	1,182	1,148	1,141	1,383	1,015	875	712
Relationships	693	832	960	798	716	804	550	463	388
Consumer	467	475	507	447	423	542	377	282	206
Finance	294	329	309	419	269	280	226	240	292
Legal	267	435	434	425	465	523	446	322	278
Immigration	153	328	272	265	211	224	148	137	178
Other	2,703	3,889	4,031	3,801	1,402	1,386	857	741	1,225
Total	**20,698**	**27,253**	**24,143**	**21,606**	**18,231**	**18,694**	**15,081**	**14,576**	**15,349**

As can be seen from the figures above, the charity continues to put the majority of its resources towards welfare benefits and debt issues, with these catering for over two-thirds of our current client issues. Given the uncertain economic climate for many of our clients as we emerge from the pandemic, we expect to see continuing high levels of money and debt enquiries as household finances remain challenging for our clients, including those who have been furloughed on reduced incomes.

We already identify clients who can use other national free debt providers as the volume of enquiries is not manageable within our resources. However, that does mean that the charity tends to retain the most vulnerable clients or those with high support needs. During the year, our clients presented some £2.34m in debts. Furthermore, we have achieved some £4.15m of financial gains for our clients.

The decision by the Government to largely pause housing repossessions during the pandemic was welcomed. However, we continued to support those at risk of homelessness during the last year, and expect to see large increases in demand for this help during the coming year.

We are grateful to Michelmores Limited Liability Partnership, Veitch Penny Limited Liability Partnership, The Family Law Company, Cartridges Law, and Haines Watts Chartered Accountants all who have continued to offer pro-bono support to our clients when we had to cease our free monthly specialist advice clinics due to the pandemic.

We pay tribute to our volunteer advisers, gateway assessors and information guides for their continued support and expertise during the challenges of the last year.

Digital

During the year, the charity has assisted a further 6,317 clients with 8,811 problems through our web based digital resources.

Research, campaigns and prevention

Our work is not just about advice and information services. We work hard to campaign for changes in policies and practices that affect large sections of the population, based on the experiences of our clients.

We also deliver preventative measures, including Big Energy Saving Winter and Scams Awareness, to ensure that people have skills and confidence. We offer friendly and informal sessions designed to help everyone, no matter what their level of money knowledge or capability. Our trained staff and volunteers are able to cut through the jargon and pass on valuable tips which can really make a difference to people's lives. During the year the charity provided training courses or engagement events benefitting 149 people.

We pay tribute to our research and campaigns, and training, volunteers for their continued support and expertise.

Strategy

Coronavirus

We will work with our clients, local partners and national Citizens Advice to ensure that our services meet the challenges and uncertainties and that our evidence is used to develop Government policy to support those affected by Coronavirus.

As part of our recovery planning, we will work with local partners to support with the predicted increase in the demand for our services and the increased complexity of the issues that clients present. We recognise that for many people, once the health emergency has diminished, the financial and employment related issues will last for many months afterwards.

This cross-cutting theme is embedded across the following strategic objectives:

1. **Advice**: We will improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.
2. **Advocacy**: We will be a stronger voice on the issues that matter most to the people who come to us for help
3. **Technology**: We will use technology to improve the experience for the people who come to us for help, while freeing up resources that will allow us to meet more demand.
4. **Sustainability**: We will secure our future as a service through a more collaborative and proactive approach to fundraising

5. **Culture**: We will be a collaborative, innovative and high-performing service that promotes equality, diversity and inclusion, and challenges discrimination.

This strategy and the supporting business development plan will be used to guide the charity's development over the coming years.

Financial review

The Charity has been able to operate within its planned budgets. However, the future financial climate will mean that the Charity will face a more difficult and challenging operating environment going forward. During 2021/22 the Charity has designated £100,000 of reserves to support additional staffing as part of our Coronavirus recovery planning.

The charity has benefited from grants and Contracts from Exeter City Council and Devon County Council (via Citizens Advice Devon), and others, which has enabled the continuation of generalist telephone and face-to-face advice and information services by our volunteer team, supported and managed by paid staff.

In addition, the charity has again successfully delivered the following projects and services in addition to the generalist advice and information service:

Action for Children – a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund – grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Big Energy Saving Winter – grant funding from Citizens Advice to promote Big Energy Saving Week to consumers.

Carers Advice on Benefits – a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Citizens Advice Torbay – income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities

Devon Advice Services for Workings Age Carers – funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Energy Advice Programme – grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Exeter and District Multiple Sclerosis Society – a contractual arrangement funded by Exeter and District Multiple Sclerosis Society to provide welfare benefits advice to people living with multiple sclerosis. We operate this project on an outreach basis. This contract employs one part-time welfare benefits adviser.

Exeter and District Kidney Patients' Association – a contractual arrangement funded by Exeter and District Kidney Patients' Association to provide welfare benefit advice to pre-dialysis, dialysis and transplant patients and their carers. This contract employs one part-time welfare benefits adviser.

FORCE Cancer Charity – a contractual arrangement funded by FORCE Cancer Charity to provide welfare benefits advice to people living with cancer. This contract employs one part-time welfare benefits adviser.

Healthwatch Devon – a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Heat Well for Less – a grant from Citizens Advice South Hams to support those in fuel poverty.

Help to Claim – grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

Quids for Kids – a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximisation service for families with disabled children. This contract employs one part-time adviser.

Social Prescribing Project - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients

Furthermore, this year the Charity has attracted additional funding as follows:

Carers Covid Support – funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic

Citizens Advice (BEIS) – grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity

Devon Community Foundation – a grant to support our Coronavirus response

National Lottery Community Fund – a grant to support our Coronavirus response with Advice Exeter partners

Reserves policy

The charity, being mindful of Charity Commission guidance, aims to maximise the use of available funds for the benefit of the citizens of Exeter and the surrounding area so far as is commensurate with a prudent level of unrestricted reserves, equivalent to at least three months' running costs. The total unrestricted reserves (excluding the premises depreciation designated fund) at 31 March 2021 was £305,785. In this regard, our policy is to set aside funds only for known or probable liabilities.

Investment powers

The constitution authorises the trustees to make and hold investments using the general funds of the charity. The charity currently holds £79,905 in a 1-year fixed term bond and £52,935 in a 3-month deposit account.

Subsidiary undertakings

The charity has one wholly owned non-charitable subsidiary undertaking registered in England and Wales, called Exeter Citizens Advice Bureau (Services) Limited, registered company number 6561932. The company is incorporated. The aim of the company is to raise income for the charity for charitable activities. There have been no trading activities in the last year.

Risk management

Our Governance Group is responsible for advising the trustee board on the effective management of risk and for making sure that internal controls are in place and operating as designed. As part of our on-going risk assessment process, our risk management strategy and policies are reviewed and agreed by the Governance Group each quarter. We operate a robust system of internal financial controls which is fully compliant with Charity Commission guidance and good practice.

UK General Data Protection Regulations

As part of its responsibilities, the Governance Group continues to ensure that the charity complies with the UK General Data Protection Regulations and that the confidentiality, integrity and availability of all our data assets is maintained to a level which is consistent with the requirements of the UK General Data Protection Regulations.

Future plans

The trustee board is convinced that the work that the charity does, and the services it provides, are crucial elements in ensuring that those most in need are supported in accessing their rights. Without the charity, many clients would have nowhere to go and no-one to help them with their problems.

In terms of external, and other, factors that the charity is planning for, these include:

- **Pandemic recovery:** With partners, we will develop plans to support those in our community most affected by the pandemic, and support our own people to respond to increased advice needs.
- **Collaboration:** We will continue to collaborate more widely with other local Citizens Advice offices in Devon through Citizens Advice Devon, and through our partnership with Citizens Advice Torbay, and with other local advice agencies to benefit from contracting arrangements in the future and to provide a client focussed service to the residents of Devon.
- **Premises:** We will continue to engage with emerging plans from Exeter City Council for the re-development of the Civic Centre campus and plans for a Civic Hub. In addition, we will consider alternative options to maintain a City-Centre presence which is affordable and meets the needs of our clients and workforce.
- **Digital Services:** We will promote on-line and telephone helpline services as our preferred methods for first contact in order to maintain more intensive services for those clients in greatest need or with the most complex situations

The annual report was approved by the trustees of the charity on 23 June 2021 and signed on its behalf by:

.....

D J Mardon
Trustee

.....

S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Exeter Citizens Advice Bureau for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on 23 June 2021 and signed on its behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Independent Examiner's Report to the trustees of Exeter Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 13 to 38.

Respective responsibilities of trustees and examiner

As the charity's trustees of Exeter Citizens Advice Bureau (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Exeter Citizens Advice Bureau are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since Exeter Citizens Advice Bureau's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Exeter Citizens Advice Bureau as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....

Dave Tucker FCCA
The Association of Chartered Certified Accountants

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 27th July 2021

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	358,308	-	358,308
Charitable activities	4	73,961	285,245	359,206
Investment income	5	1,626	-	1,626
Total Income		433,895	285,245	719,140
Expenditure on:				
Charitable activities	6	(349,867)	(287,823)	(637,690)
Total Expenditure		(349,867)	(287,823)	(637,690)
Net movement in funds		84,028	(2,578)	81,450
Reconciliation of funds				
Total funds brought forward		242,197	2,578	244,775
Total funds carried forward	19	326,225	-	326,225

All of the Charity's activities derive from continuing operations during the above period.

The notes on pages 18 to 38 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income and Endowments from:				
Donations and legacies	3	139,548	19,664	159,212
Charitable activities	4	178,134	169,691	347,825
Investment income	5	1,873	-	1,873
Total income		319,555	189,355	508,910
Expenditure on:				
Charitable activities	6	(342,044)	(191,457)	(533,501)
Total expenditure		(342,044)	(191,457)	(533,501)
Net expenditure		(22,489)	(2,102)	(24,591)
Net movement in funds		(22,489)	(2,102)	(24,591)
Reconciliation of funds				
Total funds brought forward		264,686	4,680	269,366
Total funds carried forward	19	242,197	2,578	244,775

All of the charity's activities derive from continuing operations during the above period.

During the year, the Charity utilised brought forward specific designated funds to cover budgeted expenditure incurred as part of the continued delivery of Charitable objectives.

The funds breakdown for 2020 is shown in note 19.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	13	20,440	40,880
Investments	14	1	1
		20,441	40,881
Current assets			
Debtors	15	9,189	11,392
Investments	16	79,905	78,726
Cash at bank and in hand	17	286,787	226,590
		375,881	316,708
Creditors: Amounts falling due within one year	18	(70,097)	(112,814)
Net current assets		305,784	203,894
Net assets		326,225	244,775
Funds of the charity:			
Restricted income funds		-	2,578
Unrestricted income funds			
Unrestricted income funds		326,225	242,197
Total funds	19	326,225	244,775

The notes on pages 18 to 38 form an integral part of these financial statements.

Exeter Citizens Advice Bureau

(Registration number: 4334063)
Balance Sheet as at 31 March 2021

For the financial year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 13 to 38 were approved by the trustees, and authorised for issue on 23 June 2021 and signed on their behalf by:

.....
D J Mardon
Trustee

.....
S J Morgan
Trustee

Exeter Citizens Advice Bureau

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash income/(expenditure)		81,450	(24,591)
Adjustments to cash flows from non-cash items			
Depreciation		20,440	20,887
Investment income	5	(1,626)	(1,873)
		100,264	(5,577)
Working capital adjustments			
Decrease/(increase) in debtors	15	2,203	(2,617)
(Decrease)/increase in creditors	18	(25,123)	12,073
(Decrease)/increase in deferred income		(17,594)	34,263
Net cash flows from operating activities		59,750	38,142
Cash flows from investing activities			
Interest receivable and similar income	5	1,626	1,873
Net increase in cash and cash equivalents		61,376	40,015
Cash and cash equivalents at 1 April		305,316	265,301
Cash and cash equivalents at 31 March	21	366,692	305,316

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 18 to 38 form an integral part of these financial statements.

1 Charity status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office and principal place of business is:
Dix's Field
Exeter
EX1 1QA

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation
Exeter Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements.

In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue to trade as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cash flow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key funder and supplier activity.

The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Group accounts not prepared
The financial statements present information about the charity as an individual undertaking and not about its group.

Exemption from preparing group accounts
The charity has taken advantage of the exemption in section 398 of the Companies Act 2006 from the requirement to prepare consolidated financial statements, on the grounds that it is a small sized group.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Resources expended are allocated to the particular charitable activity where the costs relate directly to that activity. The cost of overall direction and administration of each activity is apportioned to each charitable activity on an appropriate basis.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £1,000.00 or more are initially recorded at cost.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	5 years straight line basis
Leasehold improvements	Straight line basis over the life of the lease

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Trade debtors
Trade debtors are amounts due from customers for services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the Charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2021 £	Total 2020 £
Donations and legacies;			
Donations from individuals	92,644	92,644	27,812
Grants, including capital grants;			
Government grants	265,664	265,664	131,400
	358,308	358,308	159,212

The income from donations and legacies in 2020 was £159,212 of which £139,548 was unrestricted and £19,664 was restricted.

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Action for Children	-	10,900	10,900
Big Energy Saving Network	-	5,000	5,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	12,384	12,384
Carers Income Maximisation	-	41,601	41,601
Citizens Advice (BEIS)	-	6,958	6,958
Citizens Advice (MaPS)	-	17,824	17,824
Citizens Advice Torbay	-	25,970	25,970
Devon Advice Services for Working Age Carers	-	28,946	28,946
Devon Community Foundation	-	10,000	10,000
Energy Advice Programme	-	3,720	3,720
Exeter & District Kidney Patients Association	8,748	-	8,748
Exeter & District MS Society	20,749	-	20,749
FORCE Cancer Charity	44,464	-	44,464
Healthwatch Devon	-	6,050	6,050
Heat Well for Less	-	7,357	7,357
Help to Claim	-	50,060	50,060
National Lottery Community Fund	-	16,328	16,328
Quids for Kids	-	10,850	10,850
Social Prescribing	-	29,297	29,297
	73,961	285,245	359,206

	Unrestricted funds General £	Restricted funds £	Total 2020 £
Action for Children	-	10,700	10,700
Big Energy Saving Network	-	7,000	7,000
Big Energy Saving Week/Winter	-	2,000	2,000
Carers Advice on Benefits	-	16,244	16,244
Citizens Advice Torbay	-	25,446	25,446
Devon Advice Services for Working Age Carers	-	28,946	28,946
Energy Advice Programme	-	5,160	5,160
Exeter & District Kidney Patients Association	8,576	-	8,576
Exeter & District MS Society	18,603	-	18,603
Exeter City Council Budget & Money Management	93,612	-	93,612
FORCE Cancer Charity	44,010	-	44,010
Healthwatch Devon	-	6,000	6,000
Heat Well for Less	-	2,351	2,351
Help to Claim	-	46,836	46,836
In Control Debt Solutions	13,333	-	13,333
Quids for Kids	-	18,600	18,600
Social Prescribing	-	408	408
	178,134	169,691	347,825

5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income;		
Interest receivable on bank deposits	1,626	1,626
Total for 2021	1,626	1,626
Total for 2020	1,873	1,873

6 Expenditure on charitable activities

	Unrestricted funds		Restricted funds	Total 2021
	Designated £	General £	£	£
Core service fund	-	249,122	-	249,122
Action for Children	-	-	11,341	11,341
Big Energy Saving Network	-	-	5,000	5,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	1,878	-	-	1,878
Carers Advice on Benefits	-	-	12,384	12,384
Carers Income Maximisation	-	-	41,601	41,601
Citizens Advice (MaPS)	-	-	17,824	17,824
Citizens Advice (BEIS)	-	-	6,958	6,958
Citizens Advice Torbay	-	-	29,698	29,698
Depreciation Fund	20,440	-	-	20,440
Devon Advice Services for Working Ages Carers	-	-	28,947	28,947
Devon Community Foundation	-	-	10,000	10,000
Energy Advice Programme	-	-	3,720	3,720
Exeter & District Kidney Patients Association	-	8,748	-	8,748
Exeter & District MS Society	-	20,749	-	20,749
FORCE Cancer Charity	-	44,463	-	44,463
Hazel Ball Memorial Fund	17	-	-	17
Healthwatch Devon	-	-	6,050	6,050
Heat Well for Less	-	-	7,356	7,356
Help to Claim	-	-	48,469	48,469
IT Replacement Fund	4,450	-	-	4,450
National Lottery Community Fund	-	-	16,328	16,328
Quids for Kids	-	-	10,850	10,850
Social Prescribing	-	-	29,297	29,297
Total for 2021	26,785	323,082	287,823	637,690

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Unrestricted funds		Restricted	Total
	Designated	General	funds	2020
	£	£	£	£
Core service fund	-	224,111	19,664	243,775
Action for Children	-	-	10,700	10,700
Big Energy Saving Network	-	-	7,000	7,000
Big Energy Saving Week/Winter	-	-	2,000	2,000
Capital Premises Fund	457	-	-	457
Carers Advice on Benefits	-	-	16,244	16,244
Citizens Advice Torbay	-	-	23,621	23,621
Client Medical Support	30	-	-	30
Depreciation Fund	20,887	-	-	20,887
Devon Advice Services for Working Ages Carers	-	-	28,946	28,946
ECC Tender set up costs	869	-	-	869
Energy Advice Programme	-	-	5,160	5,160
Exeter & District Kidney Patients Association	-	8,576	-	8,576
Exeter & District MS Society	-	18,603	-	18,603
FORCE Cancer Charity	-	44,010	-	44,010
Hazel Ball Memorial Fund	83	-	-	83
Healthwatch Devon	-	-	6,000	6,000
Heat Well for Less	-	-	2,351	2,351
Help to Claim	-	-	50,763	50,763
In control debt solutions	-	13,333	-	13,333
IT Replacement Fund	4,601	-	-	4,601
Quids for Kids	-	-	18,600	18,600
Redundancy Fund	2,100	-	-	2,100
Social Prescribing	-	-	408	408
Sickness cover	1,918	-	-	1,918
Training Pilot	2,466	-	-	2,466
	33,411	308,633	191,457	533,501

7 Analysis of governance and support costs

Governance costs

	Unrestricted funds General £	Total funds £
Independent examiner fees		
Examination of the financial statements	2,820	2,820
Total for 2021	2,820	2,820
Total for 2020	2,640	2,640

8 Net incoming/outgoing resources

Net incoming/outgoing resources for the year include:

	2021 £	2020 £
Depreciation of fixed assets	20,440	20,887

9 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	387,213	344,847
Social security costs	31,198	28,310
Pension costs	11,598	11,122
	430,009	384,279

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2021 No	2020 No
Charitable activities	20	19

12 (2020 - 10) of the above employees participated in the Defined Contribution Pension Schemes.

Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £117,292 (2020 - £114,917).

11 Independent examiner's remuneration

	2021 £	2020 £
Examination of the financial statements	2,820	2,640

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Leasehold improvements £	Furniture and equipment £	Total £
Cost			
At 1 April 2020	103,911	68,302	172,213
At 31 March 2021	103,911	68,302	172,213
Depreciation			
At 1 April 2020	63,032	68,301	131,333
Charge for the year	20,440	-	20,440
At 31 March 2021	83,472	68,301	151,773
Net book value			
At 31 March 2021	20,439	1	20,440
At 31 March 2020	40,879	1	40,880

Included within the net book value of leasehold improvements above is £Nil (2020 - £Nil) in respect of freehold land and buildings and £20,439 (2020 - £40,879) in respect of leaseholds.

14 Fixed asset investments

	2021 £	2020 £
Shares in group undertakings and participating interests	1	1

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2020	1	1
At 31 March 2021	1	1
Net book value		
At 31 March 2021	1	1
At 31 March 2020	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings				
Exeter Citizens Advice Bureau (Services) Limited Dix's Field, Exeter, EX1 1QA	England & Wales	Ordinary	100%	Dormant

Subsidiaries

The profit for the financial period of Exeter Citizens Advice Bureau (Services) Limited was £Nil (2020 - £Nil) and the aggregate amount of capital and reserves at the end of the period was £231 (2020 - £231).

15 Debtors

	2021	2020
	£	£
Trade debtors	8,223	9,101
Prepayments	966	1,775
Other debtors	-	516
	9,189	11,392

16 Current asset investments

	2021	2020
	£	£
Fixed term bonds	79,905	78,726

17 Cash and cash equivalents

	2021	2020
	£	£
Cash on hand	902	263
Cash at bank	285,885	226,327
	286,787	226,590

18 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	6,828	10,244
Other taxation and social security	8,827	8,787
Other creditors	-	24,761
Pension scheme creditor	773	539
Accruals	5,431	2,651
Deferred income	48,238	65,832
	70,097	112,814

	2021	2020
	£	£
Deferred income at 1 April 2020	65,832	31,569
Resources deferred in the period	44,889	46,382
Amounts released from previous periods	(62,483)	(12,119)
Deferred income at year end	48,238	65,832

19 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General					
Unrestricted funds	57,738	433,695	(323,082)	(87,468)	80,883
Designated					
Advice for Life	2,387	200	-	-	2,587
Capital Premises Fund	10,000	-	(1,878)	1,878	10,000
Client Medical Support Fund	90	-	-	-	90
Core Service Fund	35,726	-	-	(35,726)	-
Covid Recovery	-	-	-	100,000	100,000
Hazel Ball Memorial Fund	507	-	(17)	-	490
Innovation Fund	3,300	-	-	-	3,300
IT Replacement	17,516	-	(4,450)	5,414	18,480
New Premises Depreciation Fund	40,880	-	(20,440)	-	20,440
Operations management budget	-	-	-	6,428	6,428
Redundancy Fund	71,553	-	-	8,974	80,527
Sickness cover	2,500	-	-	-	2,500
Volunteer fund	-	-	-	500	500
	184,459	200	(26,785)	87,468	245,342
Total unrestricted funds	242,197	433,895	(349,867)	-	326,225

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Restricted funds					
Action for Children	441	10,900	(11,341)	-	-
Big Energy Saving Network Fund	-	5,000	(5,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	12,384	(12,384)	-	-
Carers Income Maximisation	-	41,601	(41,601)	-	-
Citizens Advice (BEIS)	-	6,958	(6,958)	-	-
Citizens Advice (MaPS)	-	17,824	(17,824)	-	-
Citizens Advice Torbay	3,728	25,970	(29,698)	-	-
Devon Advice Services for Working Age Carers	-	28,947	(28,947)	-	-
Devon Community Foundation	-	10,000	(10,000)	-	-
Energy Advice Programme	-	3,720	(3,720)	-	-
Healthwatch Devon	-	6,050	(6,050)	-	-
Heat Well for Less	-	7,356	(7,356)	-	-
Help to Claim	(1,591)	50,060	(48,469)	-	-
National Lottery Community Fund	-	16,328	(16,328)	-	-
Quids for Kids	-	10,850	(10,850)	-	-
Social Prescribing	-	29,297	(29,297)	-	-
Total restricted funds	2,578	285,245	(287,823)	-	-
Total funds	244,775	719,140	(637,690)	-	326,225

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Unrestricted					
General					
Unrestricted funds	69,597	319,555	(308,633)	(22,781)	57,738
Designated					
Advice for Life	4,853	-	(2,466)	-	2,387
Capital Premises Fund	10,000	-	(457)	457	10,000
Client Medical Support Fund	-	-	(30)	120	90
Core Service Fund	29,616	-	-	6,110	35,726
ECC Tender costs	-	-	(869)	869	-
Hazel Ball Memorial Fund	590	-	(83)	-	507
Innovation Fund	3,300	-	-	-	3,300
IT Replacement	17,516	-	(4,601)	4,601	17,516
New Premises Depreciation Fund	61,767	-	(20,887)	-	40,880
Redundancy Fund	67,447	-	(2,100)	6,206	71,553
Sickness cover	-	-	(1,918)	4,418	2,500
	195,089	-	(33,411)	22,781	184,459
Total unrestricted	264,686	319,555	(342,044)	-	242,197

Exeter Citizens Advice Bureau

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Restricted					
Action for Children	441	10,700	(10,700)	-	441
Big Energy Saving Network Fund	-	7,000	(7,000)	-	-
Big Energy Saving Week	-	2,000	(2,000)	-	-
Carers Advice on Benefits	-	16,244	(16,244)	-	-
Citizens Advice Torbay	1,903	25,446	(23,621)	-	3,728
Devon Advice Services for Working Age Carers	-	28,946	(28,946)	-	-
Energy Advice Programme	-	5,160	(5,160)	-	-
Healthwatch Devon	-	6,000	(6,000)	-	-
Heat Well for Less	-	2,351	(2,351)	-	-
Help to Claim	2,336	46,836	(50,763)	-	(1,591)
Quids for Kids	-	18,600	(18,600)	-	-
Social Prescribing	-	408	(408)	-	-
Support in kind	-	19,664	(19,664)	-	-
Total restricted	4,680	189,355	(191,457)	-	2,578
Total funds	269,366	508,910	(533,501)	-	244,775

Designated Funds

Trustees have made the following provisions:

Advice for Life - a fund to support the development of new income generation initiatives.

Capital Premises Fund - a fund to cover the on-going costs of maintaining the Charity's premises.

Client Medical Support Fund - a fund to support clients to obtain medical evidence to support disability claims and appeals.

Core Service Fund - a fund to be used to offset the additional costs of delivering our core generalist service during 2020/21.

Covid Recovery - a fund to be used for additional advice capacity and staffing as we move into the recovery phase of our pandemic response.

Hazel Ball Memorial Fund - a fund in memory of our former trustee, Hazel Ball, to be used to recognise the contribution of our volunteers.

Innovation Fund - a fund to support the development of new innovations in service delivery across the charity.

IT Replacement Fund - a fund for the on-going replacement of faulty equipment within the charity's IT systems. The fund is set at one third of the total replacement value.

New Premises Depreciation Fund - a fund to cover the costs of leasehold improvements, fixtures and fittings. This fund will be used to offset costs against the depreciation charged on these capital items over their expected useful economic life.

Operations management budget - a designated fund to be used at the discretion of the Operations Manager to cover short term staffing, or other, financial commitments in order to maintain our services

Redundancy Fund - for the purpose of transparency and good governance, the trustees have created a fund to cover potential liabilities of the charity as at 1 April 2021.

Sickness cover fund - a fund to cover the one-off costs of staff sickness cover.

Volunteer fund - a fund to support volunteer social events. The funds come from sponsorship and fundraising.

Restricted Funds

Action for Children - a contractual arrangement with Citizens Advice Devon (funded by Action for Children) to provide advice services in local Children's Centres.

Big Energy Saving Network Fund - grant funding from Citizens Advice to provide frontline worker training to people identified as fuel poor or at risk of becoming fuel poor.

Big Energy Saving Winter (formerly Big Energy Saving Week) - grant funding from Citizens Advice to promote Big Energy Saving Winter to consumers.

Carers Advice on Benefits - a contractual arrangement with Citizens Advice Devon (funded by Devon Carers) to provide additional advice services for adult carers of all ages.

Carers Covid Support - funding from Devon County Council, via Citizens Advice Devon, to support carers affected financially by the Coronavirus pandemic.

Citizens Advice (BEIS) - grant funding from the Department for Business, Energy and Industrial Strategy (BEIS) to support with our response to Coronavirus.

Citizens Advice (MaPS) - grant funding from the Money and Pensions Service (MaPS) to support with additional debt advice capacity.

Citizens Advice Torbay - income received to provide a shared management function across both Exeter and Torbay Citizens Advice charities.

Devon Advice Services for Working Age Carers - funding provided by Devon County Council through Citizens Advice Devon to provide an advice service for working age carers.

Devon Community Foundation - a grant to support our Coronavirus response.

Energy Advice Programme - grant funding from Citizens Advice to provide advice services to clients at risk of fuel poverty.

Healthwatch Devon - a grant from Citizens Advice Devon to employ a Healthwatch Champion to assist clients in need.

Heat Well for Less - a grant from Citizens Advice South Hams to support those in fuel poverty

Help to Claim - grant funding from Citizens Advice to cover the delivery costs of a service to support Universal Credit claimants.

National Lottery Community Fund - a grant to support our Coronavirus response with Advice Exeter partners.

Quids for Kids - a contractual arrangement with Devon County Council through Citizens Advice Devon to provide an income maximization service for families with disabled children. This contract employs one part-time adviser.

Social Prescribing Project - a grant from Citizens Advice Devon to research the advice needs of social prescribing practitioners in order for them to better support their patients.

Support in Kind - this support takes the form of discretionary rates relief provided by Exeter City Council.

20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2021
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	20,440	-	20,440
Fixed asset investments	1	-	-	1
Current assets	103,503	224,902	47,476	375,881
Current liabilities	(22,621)	-	(47,476)	(70,097)
Total net assets	80,883	245,342	-	326,225

	Unrestricted funds		Restricted funds	Total funds at 31 March 2020
	General	Designated		
	£	£	£	£
Tangible fixed assets	-	40,880	-	40,880
Fixed asset investments	1	-	-	1
Current assets	106,584	143,579	66,545	316,708
Current liabilities	(48,847)	-	(63,967)	(112,814)
Total net assets	57,738	184,459	2,578	244,775

21 Analysis of net funds

	At 1 April 2020	Financing cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	226,590	60,197	286,787
Current asset investments	78,726	1,179	79,905
Net funds	305,316	61,376	366,692

	At 1 April 2019	Cash flows	At 31 March 2020
	£	£	£
Cash at bank and in hand	187,753	38,837	226,590
Current asset investments	77,548	1,178	78,726
Net funds	265,301	40,015	305,316

22 Related party transactions

During the year the charity made the following related party transactions:

Torbay Citizens Advice Bureau
(Exeter Citizens Advice Bureau and Torbay Citizens Advice Bureau are deemed to be related parties due to the key management personnel of the entities.)

Key management services provided by Exeter Citizens Advice Bureau to Torbay Citizens Advice Bureau during the year totalled £27,561 (2020: £26,506).

The value of other expenditure recharged to Torbay Citizens Advice Bureau during the year was £1,693 (2020: £1,058).

The value of expenditure recharged to Exeter Citizens Advice Bureau during the year was £nil (2020: £744)

At the balance sheet date the amount due to/from from Torbay Citizens Advice Bureau was £Nil (2020 - £175).